

COMMUNITY LIBRARY NEEDS ASSESSMENT

(Section 20440, Appendix 3)

EXECUTIVE SUMMARY

The City of Orange has outgrown its existing public library facilities. More – and more diverse -- library visitors, the need for more collection materials, and new kinds of library uses and expectations have stretched Orange Public Library's available space to the breaking point. This Community Library Needs Assessment reaches the critical conclusion that with only 0.25 square feet of library space per capita – one of the lowest ratios of any city library statewide – the Library needs much more space to serve current needs and future uses. It now has only about 35 percent of what this Southern California city needs for its public library services.

This needs assessment, conducted in 2001, analyzed Library data and used a variety of methods to get input from nearly 1,000 Orange residents, including:

- * Five (5) community forums held throughout Orange (at various library, civic, and school locations) and attended by dozens of people.
- * Six hundred (600) written surveys of library customers representing 373 randomly sampled in-library users, 220 public and private school students from nearly a dozen middle and high schools, and 32 teachers representing various schools and grade levels.
- * Three hundred (300) phone surveys carried out by Chapman University's Henley Social Sciences Research Center, in English and in Spanish, of a random sample of Orange residents.
- * Five (5) group and individual interview sessions took place with 17 key stakeholders plus a dozen Library staff members.
- * An intensive *Library Visioning Day* event, attended by 35 community leaders, which developed a shared vision of what role the Library should play in the City of Orange in coming decades. Participants included top representatives from governmental, civic, non-profit, educational and social service agencies.

No new libraries have been built in Orange since 1978 – although the population has grown 40 percent (from 91,788 to 128,821 residents) between 1980 and 2000, with an additional 9.2 percent growth in population (from 128,821 to 140,674 residents) expected by the year 2020. This mature but still growing Southern California community, 25.5 square miles in size, expects new development at its eastern edge as well as infill development throughout Orange in the next two decades. At the same time, the City also contains the largest historic district (Old Towne Orange) in the western United States, with the 41-year-old Orange Main Library serving as the official archive to preserve, honor, and archive an exceptional collection of unique local history materials. This balance of past, present, and future is one of Orange's shaping dynamics.

The City of Orange is experiencing not only a growing population but also an increasingly diverse one, ethnically and culturally, with Hispanics increasing significantly in numbers from 1990 to 2000 and other non-Caucasians increasing while the Caucasian population dropped. In terms of educational attainment, two in ten residents over age 18 have no high school diploma, while three in ten have a college degree of some kind, and the remaining half of the adult population has graduated from high school and/or has attended some college. Nearly one in five (e.g., 19%) has some level of difficulty in the basic reading, writing or computing skills that define literacy. Orange's median income is just above \$19,000, slightly exceeding state and national norms.

ools located within City of Orange boundaries have a total enrollment of 22,750 students
nal 17 private schools in Orange serve 4,316 students.) The public schools are all
nt populations that are projected to continue growing. While all possess school libraries,

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and virtually all of the public schools have a technological infrastructure adequate to support some student access to computers and other educational technology, none of the public school libraries is open to students after school – creating homework-help needs for the one in four Orange residents of K-12 school age. The needs assessment calls for:

- A Homework Center, with dedicated space to provide staff assistance, peer tutoring, computers, and access to print and electronic resources for K-12 students after school each day;
- More space in general, so that seating, tables, computers, study rooms, storytelling space, and community meeting areas can be added;
- More books, computers, audiovisual items, and other Library materials to meet the community's need for information access and enrichment;
- A Literacy Center with staffing and space for individual and small-group tutoring, volunteer and staff training, a collection of materials for new readers and English-language learners, and literacy-specific library programming;
- New and expanded library facilities to serve the eastern and northeastern portions of the City in the coming years;
- Outreach to serve Orange residents with limited income and mobility, through such services as a “techmobile” and computer classes for senior citizens and those who may not have the means own their own computers; and
- A Local History Room to respond to community pride in Orange's heritage. Community survey respondents identified access to local history information as their second-highest priority, and one in every ten reference questions involves local history.

The needs assessment notes that nowhere is the need for more library space more apparent than at Orange's 17,000-square-foot Main Library, built in 1961 and partially renovated in 1998 to correct infrastructure problems and to upgrade technology. The Main Library, with a service area population of 58,483, has only one-third of the square footage needed to provide community members with library programs, services, technology, and materials, and to offer library outreach, technical and administrative services citywide. The Main Library's service area continues to experience growth through younger, larger, poorer, and less educated families in existing housing. Eight public schools lie within the Main Library's service area, *none* of them meeting the California Academic Performance Index standard of 800 in 2001, and half of them not meeting their individual performance goals either.

Orange currently has only 34,861 square feet of public library space citywide, with a total need for 104,600 square feet by 2020. The Main Library has been designated as the City's top-priority project in the Library Facilities Master Plan because the Orange Main Library Expansion Project will add 28,000 square feet to the existing Main Library – reducing the level of need for square footage significantly, from 67% to 40% citywide. The Main Library is also the flagship of the City's public library system and has top priority for that reason as well.

Physical limitations at Orange's Main Library almost all result from the lack of space: Overshelfed stacks and not enough of them; no space for additional holdings; no public access to the local history collection; no group study rooms; extremely inadequate community meeting room space; extremely inadequate numbers of study tables and reader chairs; and inadequate space for staff are key concerns. Responding to significant deficits at the Main Library, the needs assessment concludes by providing service level guidelines for the Orange Main Library Expansion that call for:

- An additional 81,076 volumes, bringing the Main Library from 2.6 to 4.0 volumes/capita;
- 63 more reader seats, to reach the standard of 3 seats per 1,000 service-area residents;
- 47 more computers, to reach the standard of 1.25 computers per 1,000 residents;
- Four times as many seats for group study, twice as much storytelling space, and more than six times as much community meeting room space;
- Consolidation of a fragmented staff (currently in three facilities) into one building; and
- Enough square footage that the Main Library will increase from 0.29 square feet per capita to 0.77 square feet per capita – exceeding the 0.7 square foot standard.

(3.) INTRODUCTION AND METHODOLOGY

Executive Summary

A variety of activities to invite participation and to obtain residents' feedback comprised the City of Orange's methodology for conducting its Community Library Needs Assessment during 2001. The results were unanimous:

Orange needs more library space!

- Five (5) community forums were held throughout Orange (at various library, civic, and school locations) and attended by dozens of people. The community forums provided an in-depth opportunity for residents to express their concerns and interests about Library needs. Four key themes emerged:
 - The need for a new and larger Main Library;
 - The need for an additional branch library to serve the growing east end of town;
 - The importance of greater emphasis on accessibility to local history resources;
 - The importance of greater K-12 cooperation with local schools.
- Three hundred (300) phone surveys were carried out by Chapman University's Henley Social Sciences Research Center, in English and in Spanish, of a random sample of Orange residents. The surveys captured a methodologically and statistically valid cross-section of Orange's population, both Library users and non-users, and yielded extremely useful information about what residents think is very important or important for Orange Public Library to provide, including:
 - More books and materials (67%);
 - More access to local history information (44%);
 - Literacy centers (42%), which the Library currently lacks at all facilities;
 - More computers (41%) and more Internet access (35%);
 - Study rooms (40%), which the Library currently lacks at all facilities;
 - Homework centers (38%), which the Library currently lacks at all facilities;
 - Library locations close to public transit (38%), as is the case throughout Orange;
 - Large meeting room space (20%), currently available only at one branch library.
- Six hundred (600) written surveys were conducted of library customers representing 373 randomly sampled in-library users, 220 public and private school students from nearly a dozen middle and high schools, and 32 teachers representing various schools and grade levels. Responses to the student and teacher surveys, in particular, provided insight and direction to staff at Orange Public Library and Orange Unified School District as planning moved forward for a joint-use Homework Center in the proposed Orange Main Library Expansion project.
- Five (5) group and individual interview sessions took place with 17 key stakeholders plus a dozen Library staff members. Key stakeholders included the Mayor and City Councilmembers, the City Manager, the Orange Public Library Board of Trustees, and the City of Orange Public Library Foundation Board of Directors. These interview sessions were candid and far-reaching explorations of Library needs, community feedback about the Library, and possible directions to pursue.

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- An intensive *Library Visioning Day* event, attended by 35 community leaders, developed a shared vision of what role the Library should play in the City of Orange in coming decades. Participants included top representatives from Orange Unified School District, the school district's PTA Council, Chapman University, Santiago Canyon College (e.g., the Orange-based campus of Rancho Santiago Community College District), Orange City Council, Orange Public Library Board of Trustees, City of Orange Public Library Foundation, Friends of Orange Public Library, American Association of University Women/Orange Chapter, Woman's Club of Orange, Orange Community Historical Society, Old Towne Preservation Association, YWCA of Central Orange County, Orange Senior Center, Friendly Center (a non-profit community center serving low-income residents), Orange Chamber of Commerce and Visitor Bureau, St. Joseph's Hospital, The Irvine Company, Orange County Supervisor's office representing the Third District, and various City departments. Several "Library Vision Statements" emerged from that event, including:
 - The Library should function as a civic center, a community gathering place, a technology center, and a learning destination for the entire community.
 - The Library should locate its facilities in high-activity areas.
 - The Library should ensure convenient access to library facilities for all of its customers (e.g., adequate parking, frequent transit service, safe bicycle and pedestrian connections).
 - The Library should construct facilities that are architecturally appropriate and innovative (e.g., reflecting both the rich history and the dynamic future of the community).
 - The Library should provide spaces for group uses that require verbal communication as well as quiet zones for individual, reflective uses.
 - The Library should include spaces for art exhibitions, cultural performances, community meetings, and library-related bookstores/shops.

Once the Orange Main Library Expansion was identified and confirmed in the community as the City's Phase One priority, representatives of the Orange Senior Center and the Friends' Homebound Delivery Service were involved in follow-up meetings to ensure that library access for the disabled and for persons with limited mobility would be emphasized in design of the proposed expansion. Demographic analysis confirmed the need to expand the Main Library's large-print collection by 200%, which has been included in the Building Program and materials budget.

Similar follow-up meetings were held involving Orange Unified School District's Director of Curriculum and Staff Development, the district's Media Specialist, and the City Librarian to discuss particular needs of the eight public schools within the Main Library's service area -- none of which met the California Academic Performance Index standard of 800 in 2001, and half of which had not met their individual performance goals either. These meetings also planned a joint-use Homework Center at the proposed Main Library expansion that would assist in improving student performance.

Finally, the City Librarian held follow-up sessions with two informal groups: The first, half a dozen Orange high school students from the Main Library's service area; and the second, parents of school-aged children attending elementary schools within the Main Library's service area. These meetings, held to get feedback on demographic analysis, confirmed the need to more than triple the Main Library's holdings for children and young adults, the results of which have been included in the Building Program, the Library Plan of Service, and the Operating Budget.

(3.) INTRODUCTION AND METHODOLOGY

What is the “Community Library Needs Assessment,” and why has the Orange Public Library undertaken one? A Community Library Needs Assessment (CLNA) is a productive way to measure a community’s current and future library service needs by:

- Analyzing the existing and expected population and demographics of the community;
- Evaluating the current usage patterns and future service needs of library customers;
- Identifying innovative best practices of library services and facilities nationwide; and
- Developing strategic recommendations and guidelines to help the Library meet both current and future needs for library services in the community.

The CLNA is also a required component for Orange Public Library’s Application for Proposition 14 grant funding (also known as the “State Library Bond Act”). Proposition 14 funding can help the City and Library to upgrade and expand library facilities and services in the City of Orange.¹

Because Orange Public Library wanted to better understand the current and future library needs of the diverse community it serves, and also wanted to comply fully with Proposition 14 requirements in order to be well-positioned to compete for this grant funding, consultants from Group 4 Architecture, Research + Planning, Inc., undertook a comprehensive, community-based planning process. This planning process consisted of three main components:

- Gathering extensive input from Orange Public Library customers, Library staff, Orange community leaders, and the Orange community at large.
- Thoroughly evaluating the Library’s three existing facilities as well as the services the Library is currently able to provide to Orange residents.
- Proactively planning to meet changing community needs for future library services and facilities in the City of Orange.

The following information is the result of this comprehensive, community-based planning process and is presented in an organizational format in



El Modena Branch Library

I think they [Orange Library] need a big room with just tables and chairs for homework.

Orange Student and

¹ Proposition 14 regulations (adopted 12/01) define a Community Library Needs Assessment as “a written evaluation of the library service needs of an identified public library service area” (Title V, Section 20430, *Definitions*, Subsection M) and note that all applicants for Proposition 14 are required to prepare and submit a CLNA that “demonstrates the need for the specific [library] project and describes its relationship to the overall public library [service] jurisdiction” (Title V, Section 20440, *Grant Application Requirements*, Subsection D2A).

accordance with State Library Bond Act requirements. As such, it provides both a “snapshot” of Orange Public Library’s current library services and facilities and a “roadmap” to help guide the Library and its community partners to continue meeting the library service needs of Orange residents in decades to come.

The Need Has Been Documented and Confirmed

The input of Orange residents, Library customers, Library staff, the Library’s community partners, and the community at large was critical in documenting the need for new and improved library facilities in the City of Orange. The knowledgeable insights of these key stakeholders were further confirmed by a thorough functional and technical analysis of each Orange Public Library facility.



Library Visioning Day,
Oct. 3, 2001

Input from library users and Orange residents and leaders was vital to this process.

1. COMMUNITY INPUT WAS CENTRAL TO THE NEEDS ASSESSMENT PROCESS

The Orange Public Library actively sought the input of Library customers, Library staff, community leaders, and the community at large to better understand the strengths and weaknesses of current Library services and facilities. Opportunities for meaningful input and participation in the Community Library Needs Assessment planning process included:

- 5 community forums held throughout Orange
- 300 phone surveys of a random sample of Orange residents
- 600 written surveys of Library customers from diverse user groups
- 5 group and individual interview sessions with 17 key stakeholders plus library staff
- An intensive *Library Visioning Day* event attended by 35 community leaders

This extensive public participation effort was the result of the Library’s desire to engage all the diverse communities of Orange in a collaborative partnership to plan for future library services in their neighborhoods. The residents of Orange responded enthusiastically, providing valuable input on their current service needs and consistently commenting that the limitations of existing facilities hindered their ability to access the services they needed. The feedback received from Library customers, community partners, and the community at large during each of these public participation activities is discussed in greater detail in the following pages.

Detailed Discussion of Community Participation and Feedback

The Library pursued several community participation methods to involve community members and key stakeholders:

Community Forums. Five community forums were held as part of the Community Library Needs Assessment planning process. These five forums were held at various locations and on various dates throughout the City to make them accessible to as many people as possible. The first three community forums were held at each existing library facility: one at the Main Library (10/01/01), one at the Taft Branch (10/02/01), and one at the El Modena Branch (10/04/01). In addition, two citywide community forums were held: one in the Council Chambers of City Hall (11/06/01) and one at Chapman Hills Elementary School (11/07/01) in the east end of Orange.

At these forums, dozens of Orange residents expressed their enthusiasm for existing Orange Public Library services and programs even as they strongly called for more space and facilities to address population growth and changing needs. The following four key themes emerged:

- The need for a new and larger Main Library;
- The need for an additional branch library to serve the growing east end of town;
- The importance of greater emphasis on accessibility to local history resources; and
- The importance of greater K-12 cooperation with local schools.

Patron and Community Surveys. Nearly 1,000 Library customers and Orange residents were surveyed as part of the Needs Assessment process in order to gather input and feedback from diverse groups of Library users as well as the Orange community at large.

Several versions of the *Patron Survey* were developed to target different user groups:

- **General Survey.** For the ‘General Survey’, volunteers from the Woman’s Club of Orange used a carefully designed random sampling method to administer a short written survey soliciting the ideas and opinions of library users. During October 2001, these ‘General Surveys’ were completed by 373 library users drawn from all City libraries at all days and times of the week.
- **Teacher Survey.** In addition, the Library collaborated with the Orange Unified School District to arrange for 32 Orange school teachers (representing various schools and grade levels) to complete a ‘Teacher Survey’. (October/November 2001)

“Needs to be more seats.”

“The books that I need are always checked out.”

“More movies, not enough selections....”

“Sunday is a family day—Library should be open and have kids’ activities.”

“A lot more computers that are easy to use and more old world reference books [e.g. encyclopedias].”

“More diverse book collection. Things that are more related to everyday life that teens can use and books about teen problems and advice on how to solve them.”

"Have books that are needed for reading programs at school."

"More chairs to study"

"Larger [building], more computers and study room."

"The library should stay open until late at night...."

"I thoroughly enjoy storytime with Miss Beth. She's great!"

I hope that we can have a branch here in East

- **Student Survey.** Finally, a 'Student Survey' was completed by 220 students from 7-12th grades in public and private schools in Orange.

In total, nearly 650 Library customers completed targeted *Patron Surveys* during the Needs Assessment process. (October/November 2001) The *Patron Surveys* were an invaluable way for the Library to better understand the needs of existing Library customers and major user groups.

- **Community Survey.** The Library also wanted to involve the larger community, including Orange residents who seldom or infrequently visit library facilities or access library services. In order to gather feedback from these 'non-users', a telephone-based *Community Survey* of more than 300 randomly sampled Orange residents was administered on the Library's behalf by Chapman University's Henley Social Sciences Research Center (November 5-8, 2001).

The Voice of the Community is Unanimous:

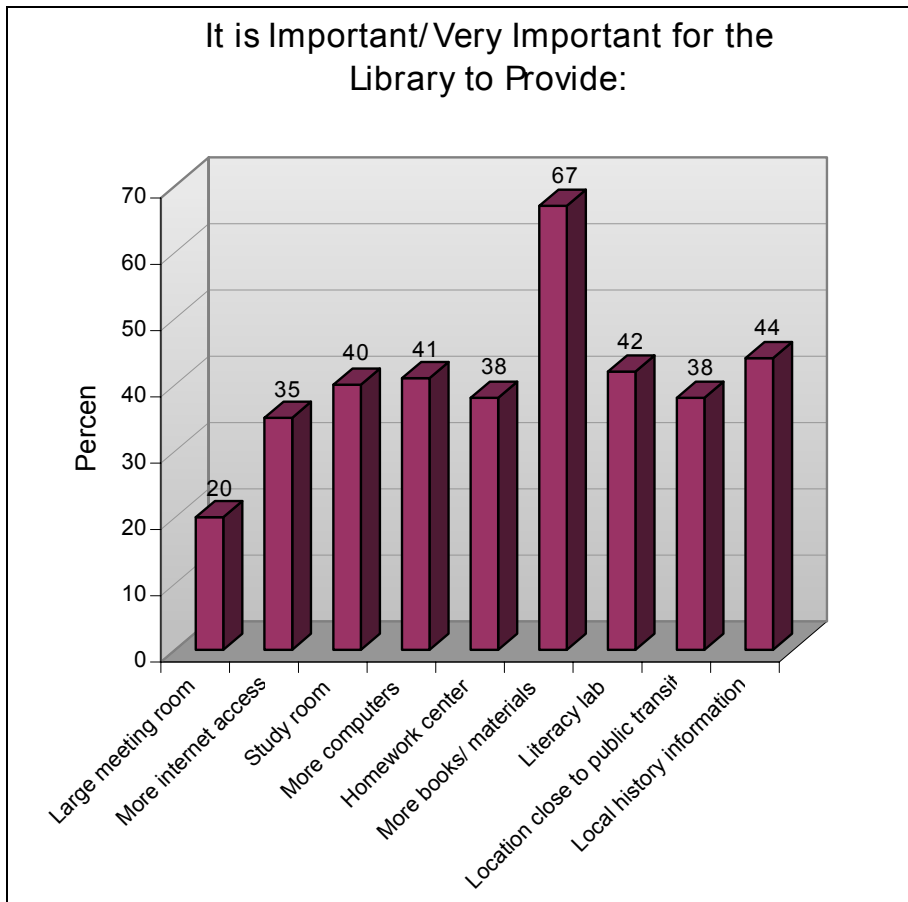
"We need new and improved libraries!"

In hearing from nearly 1,000 library customers, staff, community leaders, and community members, one theme consistently emerged: "We want new and improved library facilities in Orange!" In fact, Library customers and Orange residents who were surveyed identified many of the same library service and facility needs. For example, more than 50% of respondents in the *Community Survey* stated that the following improvements to the Orange Public Library were needed:

- More books and materials;
- Homework centers to provide student support;
- Improved local history access and resources;
- Improved technology access and more computers; and
- Initiation of a literacy program.

In addition, respondents to the three targeted *Patron Surveys* commented that the lack of space at existing library facilities limited their ability to use the facilities to access needed library services. To cite just a few of these customers' comments:

- "[The] Library should have more tables for individual study."
- "I think that there is great community children's programming, but I would like to see the children's collections expanded. I have several times looked for books and not been able to get them from our libraries."
- "More chairs, more chairs, more chairs!"



- 67% in phone survey said providing more books/materials was an important or the most important thing for the library to do.
- Almost half of respondents felt improvements to computers, places for homework, local history, studying, and literacy were very important or important.

Sample survey forms, as well as the full results of both the *Patron Survey* and *Community Survey* and additional customer comments, are included in *Appendix 1 and 2* of this document.

Interview Sessions with the Library's Partners, Library Staff, and City Council

Consultants from Group 4 convened group interview sessions with representatives from community groups, city agencies, as well as the Mayor and City Council members to discuss the opportunities and challenges for the Orange Public Library in planning for future library services. Individual interview sessions were held with the following community leaders and key stakeholders:

- Library Board of Trustees (10/01)
- City of Orange Public Library Foundation (10/01)
- The Mayor, City Council members, and the City Manager (10/01)
- City staff and management interviewed individually and collectively (8/01 to 10/01)

In addition, library staff and management participated in several interview sessions (8/01 to 10/01) and identified numerous deficiencies with existing library facilities that prevented them from effectively delivering library services to the public, such as lack of available space for library materials, inappropriate and inefficient space adjacencies, and absence of viable space for local history.

Library Visioning Day

Over 35 community leaders representing a wide variety of community perspectives and organizational affiliations convened on 10/03/01 to participate in a day-long innovative “visioning event.” The *Library Visioning Day* was designed to help the Library and its community partners to develop a shared vision of what role the Library should play in the City of Orange in coming decades. Some of the “Library Vision Statements” that the City, the Library, and the Library’s community partners developed included the following:

- The Library should function as a civic center, a community gathering place, a technology center, and a learning destination for the entire community.
- The Library should locate its facilities in high-activity areas, perhaps as an anchor tenant in a commercial development.
- The Library should ensure convenient access to library facilities for all of its customers (e.g. adequate parking, frequent transit service, safe bicycle and pedestrian connections).
- The Library should construct facilities that are architecturally appropriate and innovative (e.g., reflecting both the rich history and the dynamic future of the community).
- The Library should provide spaces for group uses that require verbal communication as well as quiet zones for individual, reflective uses.
- The Library should include spaces for art exhibitions, cultural performances, community meetings, and library-related bookstores/shops.
- The Library should provide spaces that are comfortable, attractive, functional, warm, inviting, open/airy, and spacious.
- The Library should build a new branch in East Orange and this branch should perhaps resemble a Main Library vis-a-vis the scale and scope of services offered
- The Library should make every effort to ‘future-proof’ its facilities (e.g., providing both room to grow and flexible spaces that can accommodate new technologies and changing service needs).



Library Visioning Day,
Oct. 3, 2001

The Library's Visioning Day brought together City, Library, School, and Community partners and leaders to mold a shared vision for Orange Public Library

As these few examples illustrate, participants at the *Library Visioning Day* developed a rich set of insightful “Library Vision Statements” which suggest several innovative ways that the Library can best position itself to meet its

opportunities and challenges as it strives to provide the highest quality library services to the residents of Orange in the coming decades.

California Academic Performance Index (API)

Orange's need for larger and additional public libraries is borne out by academic performance data that reflect student achievement. The following chart outlines achievement levels in the public schools served by the Orange Main Library, where the need for improvement is greatest:

School Type for	Statewide Mean 2001 API	2001 API (Growth)	2000 API (Base)	2000- 2001 Target Growth	2000- 2001 Actual Growth	School- Wide	Met Growth Target Comparable Improvement (CI)	Awards Eligible
2000 API (Base)								
Schools in Main Library Service Area								
Elementary Schools	691							
California Elem.		558	510	15	48	Yes	Yes	Yes
Cambridge Elem.		579	610	10	-31	No	No	No
Handy Elem.		629	603	10	26	Yes	Yes	Yes
Palmyra Elem.		665	653	7	12	Yes	No	No
Sycamore Elem.		561	565	12	-4	No	No	No
Middle Schools	668							
Portola Middle		544	544	13	0	No	No	No
Yorba Middle		602	588	11	14	Yes	No	No
High Schools	637							
Orange High		574	562	12	12	Yes	No	No

Source: Department of Education, 2001

Citywide, in 2001 only 3 of the Orange's 21 public schools met the state standard Academic Performance Index of 800, an index based on standardized test scores and used to rank California public schools' academic achievement and improvement. None of the nine schools in the Main Library's Service Area met the statewide performance target of 800, and four of these schools did not meet their individualized school-wide growth targets. In comparison, 7 of OUSD's 13 other public schools are above the 800 mark; only 3 of those 13 did not meet their individualized school-wide targets.

Library and school strategizing and cooperation are vital to assisting students to improving these scores as well as to the overall education offered to Orange residents.

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Poverty Rate

Close to one in ten children and young adults in Orange live at or below the poverty level as indicated below:

Income in 1989 below poverty level:	Main Library Service Area	City of Orange	California	U.S.
Under 5 years	10.9%	11.1%	19.0%	20.1%
5 years	1.3%	11.0%	19.3%	19.7%
6 to 11 years	10.8%	11.3%	18.3%	18.3%
12 to 17 years	10.3%	10.5%	17.1%	16.3%
18 to 24 years	20.2%	14.8%	19.4%	19.4%
25 to 34 years	20.3%	8.1%	11.7%	11.5%
35 to 44 years	9.0%	4.4%	8.8%	8.6%
45 to 54 years	5.4%	3.5%	6.8%	7.5%
55 to 59 years	2.2%	4.3%	6.8%	8.6%
60 to 64 years	0.9%	3.2%	7.6%	9.9%
65 to 74 years	4.0%	4.8%	6.5%	10.4%
75 years and over	4.7%	8.8%	9.5%	16.5%
Total Pop. with income in 1989 below poverty level:	8.3%	8.0%	12.5%	13.1%

Source: 1990 Census, U.S. Census Bureau (2000 census data not yet available)

While Orange's poverty rate is below state and national averages, there are a significant number of children as well as young adults in Orange living in poverty. The library is thus an important resource for those with young families who cannot afford to utilize bookstores, home computers, and other, often expensive learning resources. The library's plan of service should address these age groups in its materials, resources, and spaces as well as programs.

The percentage of adults aged 18-34 and 35-44 in poverty is significantly higher for the Main Library service area than for the city, state or nation. This may be in part due to the comparatively lower educational attainment level of residents in this service area. The higher poverty rate of young adults should be addressed in the library's plan of service through continuing education programs such as a literacy center and child, adult, and family tutoring.

Per Capita Income

The City of Orange's per capita income is above both state and national averages, as shown below:

Per Capita Income	Main Library Service Area	City of Orange	California	U.S.
1989	\$ 15,975	\$ 19,064	\$ 16,409	\$ 14,420

Source: 1990 Census, U.S. Census Bureau (2000 census data not yet available)

Per capita income is significantly less for the Main Library service area than the citywide per capita income. This statistic indicates that the area's residents do not have as much expendable income for items such as home computers or other electronic or traditional resources the library provides. The library thus becomes an important resource for residents to access technology as well as educational, recreational materials. The library's plan of service should reflect the need to provide accessibility to residents who cannot afford purchasing these resources.

Literacy Rate

(The literacy rate was unavailable for the Main Library service area. Citywide data was used.)

Adult Literacy Estimate	Main Library Service Area	City of Orange	California	U.S.
Literacy Rate (Level 1 or lower)	N/A	19%	24%	21-23%

Source: National Adult Literacy Survey (NALS), 1998.

The literacy rate for Orange is only slightly above the state average; the library's plan of service should address the City's lack of coordinated, well publicized efforts to provide training in reading, writing and computing skills to adults, to help break the cycle of illiteracy.

Current literacy outreach activities in the City of Orange are very limited. Santiago Canyon College offers classes at their Continuing Education Center for adults who need help with English as a Second Language (ESL). Read/Orange County is the primary group providing free adult literacy services for Orange residents even though Orange is not one of the cities in their service area. They currently have 28 active learners from Orange in their program.

The Muth Reading & Learning Center at Chapman University offers literacy tutoring for children grades 1-12. Parents are charged based on a sliding scale or they may apply for a scholarship. Orange Unified School District (OUSD)

has several programs for students to encourage them to read, including the “California Reads” program, the governor’s initiative. Two elementary schools – Palmyra and Olive – also have “HOSTS” programs, which tutor individual students in reading. The district does student assessments and interventions when needed.

Unemployment Rate

(The unemployment rate was unavailable for the Main Library service area. Citywide data was used.)

Unemployment Rate	Main Library Service Area	City of Orange	California	U.S.
1990	N/A	3.3	5.8	5.6
1991	N/A	4.8	7.7	6.8
1992	N/A	6.2	9.3	7.5
1993	N/A	6.3	9.4	6.9
1994	N/A	5.4	8.6	6.1
1995	N/A	4.8	7.8	5.6
1996	N/A	3.9	7.2	5.4
1997	N/A	3.1	6.3	4.9
1998	N/A	2.7	5.9	4.5
1999	N/A	2.5	5.2	4.2
2000	N/A	2.4	4.9	4.0

Source: State of California, California Department of Finance, 2000

The unemployment rate for Orange is significantly below both state and national averages. This indicates the library’s plan of service does not need to change how it addresses issues of career placement; however, the poverty rate of young adults should be further investigated to see if this group needs more focused efforts.

Population Composition by Age

Age	% of Total Population			
	% Main Library Service Area	% City of Orange	% California	% U.S.
0-4 years	7.4%	7.4%	7.3%	6.8%
5-9 years	7.7%	8.1%	8.0%	7.3%
10-14 years	6.2%	7.0%	7.6%	7.3%
15-19 years	7.9%	7.1%	7.2%	7.2%
20-24 years	8.8%	7.0%	7.0%	6.7%
25 to 34 years	19.4%	16.5%	15.4%	14.2%
35 to 44 years	15.7%	16.8%	16.2%	16.0%
45 to 54 years	10.4%	12.6%	12.8%	13.4%
55 to 59 years	3.6%	4.5%	4.3%	4.8%
60 to 64 years	2.7%	3.4%	3.4%	3.8%
65 to 74 years	4.9%	5.4%	5.6%	6.5%
75 to 84 years	3.8%	3.2%	3.8%	4.4%
85 years and over	1.6%	1.1%	1.3%	1.5%
Median Age	30.2 years	33.2 years	33.2 years	35.3 years

Source: 2000 Census, U.S. Census Bureau

One fourth of the population of Orange is younger than age 20. As such, the library's plan of service should respond to the needs of this population. While the population of Orange is dispersed throughout the age group, nearly 40% of the population in Orange is either below the age of 20 (29.6%) or above the age of 65 (9.7%). Mobility and accessibility to the library are significant factors for the library to consider in years to come—both in selection of sites for future libraries, and accessibility to current facilities. Supplemental ways of serving less mobile residents should also be considered. There are no significant differences in the population proportions between Orange's citywide, the state, and national populations.

For the Main service area, adults aged 24-34 make up a higher proportion of the population than statewide or nationally. Given this group's higher poverty rate discussed above, the library should address the continuing education needs of this population group.

Population by Occupation

Occupation: Persons over 16 years of age	% Main Library Service Area	% City of Orange	% California	% U.S.
<i>Managerial and professional specialty occupations:</i>				
Executive, administrative, and managerial occupations	13.4%	16.4%	13.9%	12.3%
Professional specialty occupations	12.7%	14.9%	14.7%	14.1%
<i>Technical, sales, and administrative support occupations:</i>				
Technicians and related support occupations	3.2%	3.7%	3.8%	3.7%
Sales occupations	10.4%	12.9%	12.1%	11.8%
Administrative support occupations, including clerical	21.1%	18.2%	16.6%	16.3%
<i>Service occupations:</i>				
Private household occupations	0.9%	0.8%	0.7%	0.5%
Protective service occupations	1.5%	1.4%	1.7%	1.7%
Service occupations, except protective and household	10.6%	9.1%	10.0%	11.0%
Farming, forestry, and fishing occupations	1.6%	1.5%	2.7%	2.5%
Precision production, craft, and repair occupations	11.2%	9.8%	11.1%	11.3%
<i>Operators, fabricators, and laborers:</i>				
Machine operators, assemblers, and inspectors	6.3%	4.8%	5.7%	6.8%
Transportation and material moving occupations	3.1%	2.9%	3.4%	4.1%
Handlers, equipment cleaners, helpers, and laborers	4.1%	3.7%	3.7%	3.9%

Source: 1990 Census, U.S. Census Bureau

Although Orange residents as a whole have a slightly higher rate of professional/managerial and administrative support occupations than the state or nationally, and a lower rate of service occupations, residents served by the Main Library have occupations very similar to the state and national averages. While this difference is not large, the library's plan of service as a whole (and specifically at those libraries serving these groups of people with professional and managerial occupations) should accommodate materials that might be oriented more towards these business occupations in its adult collections.

Although the Main service area does not have similar demographics, the location of this library near the City's business center means that many of the citywide residents in these occupations may be working in the area, and the library's collection should still include this range of materials.

Median Property Value

(The median property value was unavailable for the Main Library service area. Citywide data was used.)

Median Home Value:	Main Library Service Area	City of Orange	California	U.S.
1990	N/A	\$ 247,700	\$ 194,300	\$ 78,500

*Owner-occupied housing.

Source: 1990 Census, U.S. Census Bureau

The City of Orange's median home value is significantly above both state and national median values for owner-occupied housing. No information on properties other than owner-occupied housing was available.

Population by Education Level (Educational Attainment)

Educational Attainment (age 18 and over)	% of Population			
	% Main Library Service Area	% City of Orange	% California	% U.S.
Less than 9th grade	9.7%	8.5%	10.7%	9.4%
9th to 12 th grade, no diploma	15.6%	12.2%	14.1%	15.2%
High school graduate (includes equivalency)	23.5%	21.9%	23.1%	30.1%
Some college, no degree	26.8%	26.9%	23.8%	20.8%
Associate degree	7.7%	8.3%	7.5%	6.0%
Bachelor's degree	11.5%	15.0%	13.9%	12.3%
Graduate or professional degree	5.2%	7.1%	6.9%	6.3%
Educational Attainment (age 25 and over)	% of Population			
	% Main Library Service Area	% City of Orange	% California	% U.S.
Less than 9th grade	9.2%	8.1%	11.2%	10.4%
9th to 12 th grade, no diploma	12.5%	10.2%	12.6%	14.4%
High school graduate (includes equivalency)	22.7%	21.4%	22.3%	30.0%
Some college, no degree	26.0%	25.5%	22.6%	18.7%
Associate degree	9.4%	9.2%	7.9%	6.2%
Bachelor's degree	14.1%	17.1%	15.3%	13.1%
Graduate or professional degree	6.2%	8.5%	8.1%	7.2%

Source: 1990 Census, U.S. Census Bureau

While Orange residents have a slightly higher level of educational attainment than residents statewide or nationally, the percentage of Orange residents without a high school diploma is high. Of those 18 years or older, 20%--a full fifth of the population--have not received their diploma (and 18.3% of

those 25 and older). The library and local schools need to address this problem and work together to lower these rates.

This statistic is even higher for the Main Library's service area, with over 25% of these residents with less than a high school diploma, attesting to the need for the library to address continuing education programs for these residents (literacy, tutoring, etc.) in its plan of service.

Racial and Ethnic Population

Population by Race	Main Library Service Area	% Main Library Service Area	City of Orange	% City of Orange	California	% California	U.S.	% U.S.
White	45,010	54.6%	70,292	54.6%	15,816,790	46.7%	194,552,774	69.1%
Hispanic	21,742	26.4%	41,434	32.2%	10,966,556	32.4%	35,305,818	12.5%
Asian & Pacific Islander	4,331	5.3%	12,166	9.4%	3,752,596	11.1%	10,476,678	3.7%
Black	1,146	1.4%	1,798	1.4%	2,181,926	6.4%	33,947,837	12.1%
Am. Indian and Alaska Native	272	0.3%	393	0.3%	178,984	0.5%	2,068,883	0.7%
All Other Races	9,924	12.0%	2,738	2.1%	974,796	2.9%	5,069,916	1.8%
Total Population	82,425	100%	128,821	100%	33,871,648	100%	281,421,906	100%

Source: 2000 Census, U.S. Census Bureau

As is occurring throughout the state, the City of Orange is experiencing an increasingly diverse population. The percentage of Hispanic residents has increased significantly: from 22.5% in 1990 to the current 32.2% of the population citywide. Asians have experienced a slight increase in Orange—from 8% to 9% over this same ten-year span. At the same time, Caucasians experienced a decrease from 68% to 55% between 1990 and 2000. This increase in ethnic and cultural diversity needs to be reflected in both the collections and services offered by the Library. Library staff has already responded to the need for bilingual English/Spanish programs by offering regular bilingual storytimes at the Main Library and the El Modena Branch Library and special events that target bilingual residents (such as a Cinco de Mayo family fiesta). The ability to offer more Spanish- and Asian-language materials has been extremely constricted by the lack of library space generally.

While the Main Library does not have quite as high a percentage of Hispanic residents as other areas of the City, this service area has just as diverse a population, with 12% of residents claiming other or two or more races in the 2000 Census.

(6.) ANALYSIS OF LIBRARY SERVICE NEEDS

Executive Summary

Growth, diversity, and a strong sense of community pride are reflected in the City of Orange, and they frame its Library service needs. The City of Orange has grown 40% in population (from 91,788 to 128,821 residents) between 1980 and 2000, with an additional 9.2% growth in population (from 128,821 to 140,674 residents) expected by the year 2020. At the same time, its population has grown more ethnically and culturally diverse: The percentage of Hispanic residents has increased 9.7% during the past decade, from 22.5% in 1990 to 32.2% in 2000; Asians have experienced a slight increase, from 8% to 9% over the same ten-year span; while Blacks, American Indians, and "all other races" have decreased in numbers somewhat between 1990 and 2000, and Caucasians also decreased from 68% to 55% between 1990 and 2000.

The age of Orange residents is diverse as well, with 22.1% of residents age 5 or under, 11.3% between the ages of 6 and 11, 10.5% between the ages of 12 and 17, 14.8% between the ages of 18 and 24, another 16% between the ages of 25 and 54, 12.3% between ages 55 and 74, and a final 8.8% age 75 and over.

Two in ten residents over age 18 have no high school diploma, while three in ten have a college degree of some kind, and the remaining half of the adult population has graduated from high school and/or has attended some college. Nearly one in five (e.g., 19%) has some level of difficulty in the basic reading, writing or computing skills that define literacy. Orange's median income is just above \$19,000, slightly exceeding state and national norms. Orange residents as a whole have a slightly higher rate of professional/managerial and administrative support occupations than the state or nationally, and a lower rate of service-related jobs, overall reflecting a diversity of occupations. Unemployment in Orange was only 2.4% in 2000 census data, reflecting the relatively strong and diverse economy of the City and its surrounding region.

These data dramatically show that, even while the City of Orange has greatly expanded in its population size and has diversified in its ethnic and cultural make-up, more than four in ten of its residents is school-aged, below the age of 18. Both the City of Orange and the Orange Unified School District face the challenges and opportunities raised by such rapid growth and diversity among the community's children. At the same time, the City's educational attainment levels and literacy rate reflect an adult population with challenges and opportunities as well. Add to this, that Orange experiences civic pride and involvement throughout a community more than 100 years old where local heritage has consistently been preserved and celebrated, despite the absence of any space currently for the public to access the unique treasures locked away in local history archives. All of these factors were considered in the analysis of Library service needs developed as part of the Community Library Needs Assessment.

The analysis concluded:

- **To adequately meet the unique needs of Orange, the Library needs more space. Orange has only 0.25 square feet of library space per capita – one of the lowest ratios of any city library statewide, and only about 35 percent of what this Southern California city needs to accommodate current library use and future growth. No new libraries have been built in Orange since 1978.** The Plan of Service expands the existing Main Library by 28,000 square feet, adding 62% more space, and adds chairs, tables, storytelling space, and community meeting room space needed to support residents' use of the Library.

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- **To meet the community's need for information access and enrichment, the Library needs more materials.** This need is directly addressed in the Plan of Service. An expanded Main Library would add 125% to 200% more children's books, 300% to 500% more audiovisual materials for children, 125% more books for young adults, 200% more Spanish-language materials, and 200% more Asian-language materials; and a Literacy collection would be established.
 - **The large student population in Orange should have a Homework Center.** The student population of Orange (including colleges) is close to one-third -- or 29% -- of the City's total population. The Plan of Service creates and staffs a Homework Center as part of the Orange Main Library Expansion Project, with dedicated space to provide staff assistance, peer tutoring, computers, and access to print and electronic resources for K-12 students after school each day. Two and a half times as many public-access computers, many with Internet access.
 - **Diversity in the City of Orange requires an expanded literacy program.** The Plan of Service creates and staffs a Literacy Center with space for individual and small-group tutoring, space for volunteer and staff training, a collection of materials for new readers and English-language learners, and literacy-specific library programming.
 - **Underserved areas in Orange need new and expanded Library facilities.** With the eastern and northeastern portions of the city not well served by Orange Public Library's existing three facilities, new or expanded facilities are recommended as Phases Two and Three of the City of Orange's 20-Year Library Master Plan (2000-2020). Currently, Orange has only 34,861 square feet of public library space, with a total need for 104,600 square feet. While the Orange Main Library Expansion Project would add 28,000 square feet to the existing Main Library -- bringing the percentage of needed square footage down significantly, from 67% to 40% -- additional need will continue to exist.
 - **Bringing the Library to the people: Serving Orange residents with limited mobility.** Demographic data noted that 8.3% of the Main Library's service area population is below the poverty level. Also, 10.3% of those served by the Main Library are age 65 or older. The poor and the elderly may have limited mobility, so the Plan of Service expands the Homebound Delivery Service and continues the joint-use operation of Santiago Canyon College's Mobile Technology Education Center van (a.k.a. "the techmobile") to take Library services outside the building's walls.
 - **To respond to community pride in Orange's heritage, the Library needs a Local History Room.** Community survey respondents identified access to local history information as their second-highest priority, and one in every ten reference questions involves local history. The Plan of Service creates and staffs a Local History Room that will provide public access to unique local archives currently locked away from the public in the Main Library's storage basement, for lack of space and climate-controlled conditions.

(6.) ANALYSIS OF LIBRARY SERVICE NEEDS

Based on the information and insights provided by the Library's community partners and the demographic information presented above, the project team endeavored to develop an accurate profile of the Orange community to inform the planning process. Analysis and discussion of the community characteristics of Orange as they relate to current and future needs for library service and facilities are presented below.

To Adequately Meet the Unique Needs of Orange, The Library Needs More Space

Orange Public Library has developed a thorough understanding of the demographic profile of the community it serves, and it constantly strives to provide library services that respond to the unique needs of Orange residents. Unfortunately, the lack of space at the Library's existing facilities hinders the Library's ability to provide existing services and often prevents the Library from introducing new services.

One example of how the Library's facilities constrain its ability to respond to the unique needs of Orange residents can be found in its limited number of computers for public access. Even though many Orange residents have access to a computer and the Internet at home, the Library still plays a critical role in bridging the digital divide that exists for many Orange residents of limited means. Despite the proliferation of the home computer in the 1990s, the significant percentage of Orange residents living in poverty suggests that there is a continued need to provide equal access to technological resources. In fact, when library customers were asked on the *Community Survey* what services they came to the Library to use, a full 23% of respondents stated either "Internet access," "Online computer data," or "Public-use computer or typewriter." This need is confirmed by anecdotal evidence from Library staff and by the long waiting lines for computer access observed at all of the library facilities during peak-use times.

Another example is the need for more community meeting space. With only a 25-person capacity Community Room at the Main Library and a 35-person capacity at the Taft Branch, the Library's potential to serve as a community gathering place is extremely limited. Orange is a city with more than 100 active community organizations and a great shortage of public meeting areas. This is particularly evident at the Main Library, given its proximity to the downtown area and City Hall.

To Meet the Community's Need for Information Access and Enrichment, the Library Needs More Materials

As noted earlier, two-thirds of *Community Survey* respondents said that providing more books, audiovisual materials, computer software, and other materials for public use was an important, or the most important, thing for the Library to do. An average of only 2.2 volumes per resident shows

Orange to be significantly below the national standard of 3-4 volumes per capita. The Library's collections need to be expanded in every area – another function of the need for more space.

The Large Student Population in Orange Should Have a Homework Center

Due to a severe shortage of space, the Library does not have a Homework Center in any of its three facilities. This is a service that is very much needed and desired by both the City and Orange Unified School District, and one that would be optimal to start, at the Main Library and then at the branch libraries by extension. Homework Centers would provide staff assistance, peer tutoring, computers, and access to print and electronic resources for K-12 students. While Homework Centers need to be open for use during all the times that the libraries are open, there should be a special emphasis on providing staff assistance and/or student volunteers immediately after school for peak-use hours daily. Moreover, a textbook collection for in-library use needs to be available on site for homework assignments. Homework Center staff should also have access to one or more computers to handle online reference questions.

The student population of Orange (including colleges) is close to one-third—29%—of the total population of Orange. As such, learning services are a very important goal for the Orange Public Library. Citywide, only 3 of Orange's 21 public schools meet the state standard Academic Performance Index of 800, an index based on standardized test scores and used to rank California public schools' academic achievement and improvement. None of the nine schools in the Main Library's Service Area met the statewide performance target of 800 in 2001, and four of these schools did not meet their individualized school-wide growth targets. In comparison, 7 of OUSD's 13 other public schools are above the 800 mark; only 3 of these 13 did not meet their individualized school-wide targets. Although many of these schools are progressing towards this goal, the addition of space, materials, and services by the Orange Public Library to support student learning has the potential to greatly assist these schools in meeting and exceeding this state-mandated goal. Services such as a Homework Center, which the Library currently does not have, are very much needed and desired by both the City and the Orange Unified School District. The surveys administered as part of this Community Library Needs Assessment stressed the community's priority for the Library to provide such a service – 46% of respondents to the *Community Survey* stated that they used the Library for school/college research and about 40% felt that improvements/provision of homework centers and study rooms were important for the Library to offer.

Diversity in the City of Orange

Requires an Expanded Literacy Program

The population of the City of Orange currently includes 32.2% Hispanic, 9.4% Asian, and 2.1% who identify themselves as ‘Other’¹ residents – populations that often do not speak English as a first language. In fact, 10% of Orange residents speak little or no English – and yet the City does not have a literacy program. One existed from 1992 to 1997 under the auspices of a California Literacy Campaign grant that lasted five years. Due to the more general budget crunch during that time, the literacy program did not continue after the State grant funds ran out.

A complete literacy program, with designated space to support it, needs to be added to the Main Library with satellite operations in the existing branches and planned for a new branch. At the Main Library, a Literacy Center should include space for volunteer and staff training, individual and small-group tutoring, a collection of materials for new readers and English-language learners, and literacy-specific library programming. This is a prime area for collaborative activities with the Library’s educational partners and also for fundraising support.

Underserved Areas in Orange Need New and Expanded Library Facilities

One way of ‘bringing the library to the people’ is to construct new and improved library facilities in areas that are currently underserved – either because there is no branch nearby or because the existing branch is too small to be able to offer adequate services. As the analysis illustrated of the *Patron Service Area Map* discussed earlier, the eastern and northeastern portions of the city are not well served by existing library facilities. In addition, the areas to the east of the City’s borders are expected to experience additional population growth and these new residents’ need for library services means that these areas will soon be underserved. Whenever library facilities are challenging to access, the facilities no longer serve the entire community and cannot be considered fully functional. Analysis of the *Patron Service Area Map* and projected population growth was crucial in helping the project team to determine the areas recommended for new and expanded library facilities that will best meet the needs of both current and future residents.

Bringing the Library to the People:

Services for Orange Residents with Limited Mobility

The Library’s service area also includes a large number of elderly, youth, and people living in poverty, as well as patients in local hospitals and nursing homes who would benefit greatly by an enhanced access to library services. As noted earlier, nearly 40% of the population in Orange is either below the age of 20 (29.6%) or above the age of 65 (9.7%). Both youth and seniors are two of the Library’s primary user groups, and yet the mobility of these two

¹ Source: 1990 U.S. Census, U.S. Census Bureau.

groups is often limited. In addition, the mobility of people of limited means is often restricted either because they cannot afford to own a car or because of infrequent transit service. In 1990, a total of 8% of the City's population (or 8,559 persons) had household incomes below the Federally-defined poverty line. As was discussed in Section 4, when Library customers were asked as part of the *Community Survey* for reasons why they were unable to access library services in the past year, a full 11% cited access and/or mobility challenges, stating either that they had "physical limitations," that they had "no transportation to the library," or that "the location of the [nearest] Library is not convenient." In addition, 38% of respondents to the *Community Survey* said that providing library facilities at locations that are near public transit was either 'most important' or 'very important' for the Library to pursue. In order to ensure the accessibility of library facilities sites for *all* Orange residents, one of the primary criteria that the project team used to evaluate potential sites for new libraries was the proximity of proposed sites to existing or planned transit lines.

In order to better serve people who have difficulty getting to the library, the Library wants to 'bring the Library to the people,' through the expansion of its Homebound Delivery Service. However, the space limitations of the Library's existing facilities prevent the Library from meeting the demand for these critical services. Additional space is needed at the Main Library to accommodate such an expansion.

As an example of the kinds of innovative services that the Library and its community partners could develop to better serve Orange residents whose mobility is limited, the City should continue or expand Mobile Technology Education Center (MTEC) van service to provide more computer access and training. During the needs assessment planning process, community members and educational partners expressed the need for a 'techmobile' – that is, a mobile technology bus or van. An agreement for such was signed by Santiago Canyon College and the City in December 2001. This agreement implements a grant-funded Mobile Technology Education Center (MTEC), currently available at the El Modena Branch Library two days a week from 8:00 a.m. to 8:00 p.m. Situated in the branch library parking lot, this van houses 18 current industry-standard computer training stations for both computer instruction and career counseling. It is important to continue introducing and expanding such services that can take the Library to the people of Orange.

To Respond to Community Pride in Orange's Heritage, The Library Needs a Local History Room

Community Survey respondents identified access to local history information as their second-highest priority. Right now, the archives that Orange Coast magazine called "Orange County's best collection of local history books" is stored away from the public, in the Main Library's basement, accessible only by staff. Because one in every ten reference questions involves local history,

public access to these unique pieces of local heritage is a community emphasis that only more space can satisfy.

The community has confirmed that Orange Public Library's needs are great. Unless existing library facilities are expanded and new library facilities are constructed, the critical needs of Orange residents such as those discussed here will continue to be unmet.

(7.) SERVICE LIMITATIONS OF CURRENT FACILITIES

Executive Summary

Service limitations of the City of Orange's existing Main Library are significant:

- More people visiting the library and an expanded collection in the same amount of space means that the space for people and books is increasingly crowded. The Orange Main Library, built in 1961, has only one-third of the 45,000 square feet of building space needed to serve its service area and to house the Citywide library administration, technical services, and outreach services operations.
- The shortage of space in existing facilities, the lack of new facility construction since 1978, and recent and future growth in population mean that the level of library square footage per capita in the City of Orange has been steadily decreasing over time. **Right now, there is approximately 0.25 square feet of library space per person in the City of Orange -- almost half the per-capita square footage in 1978, and only one-third of what will be needed to meet community needs in the year 2020. The amount of library square footage per capita in Orange is among the lowest of any city library in the state of California.**
- Books and other materials are withdrawn from the collection (or must be placed either too high or too low on the shelf to be easily accessible) simply to make room for new titles as they arrive. While 67% of survey respondents identified the provision of more books and library materials as the most important or a very important objective for the Library to pursue, the hard fact is that the Main Library has no space to "grow" its collections.
- Fewer seats are available for customer use as more space is set aside for shelving.
- A shortage of computers for public use often results in long wait times for computer use or Internet access, but the number of computers that can be added is limited by a lack of space.
- Designated, appropriate spaces for tutoring or help with homework are not available, and the number of small group study spaces is not adequate even though these are major service priorities for the Library.
- Incompatible uses must compete for the same space, leading to excessive noise in the Main Library's common areas.
- Staff workspace is overcrowded and fragmented. At the Main Library in particular, this leads to work inefficiencies and excessive time spent by staff traveling among three facilities that house administrative, reference, and technical staff.

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The service level guidelines for the Orange Main Library Expansion recommend planning targets for collection size, seating capacity, amount of programming and meeting room space as well as for the amount of library square footage for every person in the Main Library's service area population. Each of these targets -- based on national norms and standards, and achieved by the Library Plan of Service -- assumes that certain ratios must be maintained between the population served and the amount of material/seating/space available to the community, in order to meet the community's needs successfully.

- **Collections:** The Main Library currently has 152,856 volumes, or 2.6 volumes per capita for its service area. The guideline recommends 4 volumes per capita. The Plan of Service increases those numbers to 233,932 volumes, or 4 volumes per capita. The expanded Main Library's collection needs to be broad enough to offer a variety of materials to customers from a variety of cultural groups, and large enough to offer multiple copies of popular, high-demand titles. Sufficient audiovisual titles in various formats should be included to serve the needs of people who speak limited English, people with learning differences, people with vision or hearing loss, and those of all ages who prefer audiovisual access to information. The collection should also support the needs of Orange's large proportion of school-aged residents who have homework and research assignments to complete.
- **Readers' seating:** The Main Library currently has 126 readers' seats, or 2.2 seats per capita for its service area. The guideline recommends 3 seats per 1,000 population. The Plan of Service increases those numbers to 189 seats, or 3.2 seats per 1,000 population. These general purpose seats include a variety of seating types, such as four-person reader tables, single-person study carrels, group study areas, and lounge seating; they do not include seats designated for computer use, storytelling, or community rooms.
- **Staff offices, workstations, and visual supervision:** Main Library staff currently are spread among three facilities in order to accommodate circulation, reference, administration, and technical services employees. The Plan of Service brings them all under one roof at the expanded Main Library. Sufficient staff workstations will be provided to ensure that no more than two staff members share a given computer. Supervisors' offices and staff workspaces are being designed in such a way as to provide visual supervision of both front-line employees and of customers.
- **Technology:** The Main Library currently has 32 computers for public use (both online catalog and Internet access). The guideline recommends 1.25 computers per 1,000 population. The Plan of Service increases that number to 79 computers for public use, or 1.35 computers per 1,000 population. In addition, the Plan of Service implements a variety of technological measures to promote public use of technology, and to increase staff safety and productivity. These include audio and video teleconferencing capability, a conference room that can double as a 25-person computer learning lab (as per the guidelines), self-service Internet sign-up software, self-checkout machines, automated handling and initial sorting of returned materials, and 'round-the-clock patron access to automated pickup of requested library materials.
- **Meeting rooms:** The Main Library currently has only 8 seats for group study, 60 spaces for storytelling, and a 25-person capacity in its Community Room. In accordance with guideline recommendations, the Plan of Service increases those numbers to 36 seats for group study, a flexible area of 75-150 spaces for storytelling, and a 150-person capacity in its Community Room with an additional 25-person conference room space.
- **Special purpose (miscellaneous):**
 - **Overall building square footage:** The existing 17,000-square-foot Main Library currently has only 0.29 square feet of space per capita for its service area. The guideline recommends 0.7 square feet per capita. In accordance with guideline recommendations, the Plan of Service increases the Main Library's square footage to 45,000 square feet, or 0.77 square feet per capita for its service area.

(7.) SERVICE LIMITATIONS OF CURRENT FACILITIES

The City of Orange has Outgrown Its Existing Library Facilities

Orange Public Library facilities are not able to meet the current demand for library services in their neighborhood service areas. For example, when there is no library close to where customers live or work, those persons often have difficulty just getting to the library due to traffic congestion, lack of parking, or limited transit access. Once they get to the library, customers often discover that the book, video, or compact disc they wanted is already checked out. When customers browse the stacks, they notice that many of the shelves are so crowded that materials must be placed too low or too high to be easily accessed and that some materials are out of date. When customers use the library to do online research, they often encounter a lengthy wait for a computer. At peak times, customers are often unable to find a chair to sit and read, and the chairs that are available will likely be next to a boisterous children's storyhour or a lively group of teenagers doing homework. Finally, customers must often wait in long lines in order to check out materials, pick up a reserved book, or ask a reference question.



El Modena Library

Judging from recent feedback received from library customers and staff during the needs assessment planning process, an increasing number of people are having library experiences like the ones described above. Simply put, the City of Orange has “outgrown” its existing public library facilities and is now making do with libraries that are in many ways inadequate to meet community needs. And if today's needs cannot be adequately met within existing facilities, how will the Library meet increasing future demand for library services as the population and geographic area of Orange continues to grow?

Current Library Service Deficits

More visitors to the library, more collection materials, and new kinds of library uses and expectations have stretched the library's available space to the breaking point: The amount of space available to library customers is substantially less than the amount that is currently needed. Some indicators of the how the need for more library space citywide limits the Library's ability to meet the *current demand* for existing Library services are discussed below. All of these library service deficits were recurrently expressed by Orange residents who participated in the customer and community surveys, the group interview sessions with key stakeholders, and the community forums:

- ***More people visiting the library and an expanded collection in the same amount of space means that the space for people and books is increasingly crowded.*** The Main Library building has only one-third of the square footage that is needed to serve the citizens of Orange and to house the Citywide library administration, technical



Stacks at El Modena Library

services and outreach services operations. In addition, both the branch libraries are dramatically undersized to be able to meet current and future needs: the Taft Branch Library has less than half of the square footage it needs to have by 2020, and the El Modena Branch Library has just under two-thirds of the 16,100 square feet it needs to have by 2020—with another needed addition of 23,300 square feet also needed in Eastern Orange in the form of another branch library to serve that area.

- ***The shortage of space in existing facilities, the lack of new facility construction since 1978, and recent and future growth in population means that the level of library square footage per capita in Orange has been steadily decreasing over time.*** Right now, there is approximately 0.25 square feet of library space per person in the City of Orange – almost half of the per-capita square footage in 1978, and only one-third of what will be needed to meet community needs in the year 2020. ***In fact, the amount of Library square footage per capita in Orange is one the lowest in the state of California.*** This has resulted in a severe deficiency in library service for the City of Orange both now and in the future unless new library facilities are built. More library space is needed to provide the square footage per capita that the Library staff needs in order to adequately meet the service needs of Orange residents – both today and in the decades to come.
- ***Books and other materials are withdrawn from the collection (or must be placed either too high or too low on the shelf to be easily accessible) simply to make room for new titles as they arrive.*** Both the Main Library and the two existing branch libraries are experiencing a lack of space for their existing collections. In fact, 67% of respondents to the *Community Survey* conducted as part of the needs assessment process stated that providing more books and other materials was the ‘most important’ or a ‘very important’ objective for the Library to pursue – but the Library simply does not have the space to adequately ‘grow’ the collection within its existing facilities.
- ***Fewer seats are available for customer use as more space is set aside for shelving.*** Given the recent and projected population growth, the Main Library and branch libraries, including a possible new branch in eastern Orange, require the addition of 156 reader seats to meet minimum service guidelines. All library facilities also require the addition of “wet” (e.g., hardwired) carrels and tables and/or wireless access points to accommodate the use of technology, in particular laptop computers.
- ***A shortage of computers for public use often results in long wait times for computer use or Internet access, but the number of***

computers that can be added is limited by a lack of space.

Technology should be increased in the Main Library and branch libraries to reach the standard of 1.25 computers per 1000 residents. This would require an increase of 85 workstations with access to computers, e-mail, Internet, CD's, DVD's, video and/or audiotape formats. And as noted earlier, a technological link needs to be established between or among Orange Public Library, Chapman University, Santiago Canyon College, and Orange Unified School District schools.

- ***Designated, appropriate spaces for tutoring or help with homework are not available, and the number of small group study spaces are not adequate even though these are major service priorities for the Library.*** Due to a severe shortage of space, the Library does not have a Homework Center in any of its three facilities despite the fact that the student population of Orange is almost 30% of the total population of Orange, and that a number of the City's public schools are not currently meeting the state standard Academic Performance Index of 800. Services such as a Homework Center and more dedicated group study spaces would allow the Library to support student learning and assist these schools in meeting and exceeding this state-mandated goal. The Library, the City, and Orange Unified School District support this goal as does the community at large: Surveys administered as part of this needs assessment planning process indicated that approximately 40% felt that homework centers and group study rooms were important for the Library to provide.
- ***Incompatible uses must compete for the same space, leading to excessive noise in the library's common areas.*** This situation – which is a problem at all of the Library's existing facilities – occurs when toddlers participate in storytelling programs or groups of students work on collaborative homework assignments in the same space in which other users are trying to quietly read or do research. For example, the community need for group study rooms at the Main Library requires the addition of at least 3-4 dedicated group study rooms -- currently there are only 8 seats for group study and no quiet, dedicated study rooms at this facility.
- ***Staff workspace is overcrowded and fragmented.*** At the Main Library in particular, this leads to work inefficiencies and excessive time spent by staff traveling among three facilities that house administrative, reference, and technical staff.

The Library's Progress in Meeting Community Needs is Limited by Existing Facilities

While much progress continues to be made in realizing service goals through these operational initiatives, there is only so much that can be done to meet current and future community needs within existing facilities.

During the extensive community outreach undertaken as part of the needs assessment process, the Library heard from hundreds of library customers, library staff, and community leaders, that the Library's existing facilities are no longer meeting the changing needs of all Orange residents. This is partially due to the fact that some of the facilities were constructed numerous years ago, before many of the changes affecting the Orange community, including rapid population growth, dramatic demographic changes, and digital revolution, had occurred. That is to say, these facilities were built before the need for services like homework help, literacy assistance, or computer training had been identified.

In situations such as these, outdated facilities prevent the Library from offering the library services that today's library customers want and need. In other cases, even longstanding, traditional library services like children's storytelling must be scaled back or discontinued because existing facilities are inadequate for providing enough space for different types of activities and user groups.

Recommended Service Level Guidelines

The recommended service level guidelines were calculated to meet the needs of the City's 2020 "service population" (i.e., the number of people living in each of the areas that each library facility will serve by the year 2020). The combined "service population" of the City of Orange is expected to be 140,700 for the year 2020 for all areas within the current city limits. While additional areas may be annexed to the City, the estimated population for these areas is unknown at this time. However, all of these new areas (east of the current City limits) will be in the Eastern Orange service area, which will be a later phase project; the size of this facility can be adjusted once the expected population for this area is known. The guidelines are given in relationship to population, so adjustments of this nature can be easily achieved. The guidelines are based on service level indicators that were first developed by American library facility planners approximately fifty years ago. Since then, they have been refined and updated to reflect changing library services needs.

Linked originally to libraries in the United States that were considered successful in serving their communities, the service level guidelines recommend planning targets for collection size, seating capacity, amount of programming and meeting room space as well as an overall recommendation for the amount of library square footage for every person in the population served by a given library. Each of these targets assumes that, to successfully meet its community's needs, certain ratios must be maintained between the

population served and the amount of material or seating or space available to that community.

For example, a given library's collection of books, magazines, and audiovisual materials needs to be large enough for library customers to successfully find something to read, listen to or view at least 66% to 70% of the time; and customers should be able to successfully request the item they want from another library or successfully reserve the item from their home library the rest of the time. In general, a library collection should contain approximately 3-4 volumes per capita, with a well maintained and up to date collection on a diverse range of topics and formats, in order to provide adequate library services. This ratio needs to be higher in communities with large numbers of school age children or a community with a substantial population of non-English speakers.







Similarly, the seating capacity at each library should correspond to the size of that library's service population. Generally, the larger the service population, the lower the ratio of seats to population required in order to provide an adequate number of seats for library customers to use. Public libraries that serve populations similar in size to Orange's service areas should meet the recognized library planning guideline of 3 to 4 seats per 1,000 residents served.

The square footage per capita guideline represents the total amount of space required to house each of the library service components: collection size, seating, programming and meeting room space, computers and other equipment, service desks, staff work space, and storage needs. Public libraries that serve communities that are similar in population size and demographics to those in Orange *and* that offer the full spectrum of print, programming, and electronic services need approximately 0.7 to 0.9 square feet per capita overall to meet the demand for library services citywide.

Summary of the Library Service Level Guidelines

Each of the service level guidelines recommended in the *Orange Public Library Facilities Master Plan* is designed to meet both immediate and future needs for library services in the City of Orange. At the same time, the recommendations are designed to be flexible in order to allow the City and the Library to respond to emerging opportunities and changing conditions. All of the service level guidelines are summarized in the chart below:

ORANGE PUBLIC LIBRARY RECOMMENDED GUIDELINES

	CITYWIDE HAVE	GUIDELINE RANGE	CITYWIDE RECOMMENDED
 COLLECTION	303,756 vols. 2.2 vol./capita	351,000-562,680 vols. 2.5-4 vol./capita	562,680 vols. 4 vol./capita
 SEATING	266 seats 2.0 seats/1000 pop.	422-562 seats 3-4 seats/1000 pop.	422 seats 3 seats/1000 pop.
 COMPUTERS	56 computers 0.4 comp./1000 pop.	140-175 computers 1-1.25+ comp. /1000 pop.	175 comps. 1.25 comp./1000 pop.
STORYTELLING	95 spaces 30+ spaces/branch 60 spaces/main	125-200 spaces 25-40 spaces/branch 50-80 spaces/main	165 spaces 30 spaces/branch 75 spaces/main*
 COMMUNITY ROOM	210 seats 35-150 seats/branch 25 seats/main	300-450 seats 50-100 seats/branch 150 seats/main	350-450 seats 50-100 seats/branch 150 seats/main
 GROUP STUDY*	28 seats 4-16 seats/branch 8 seats/main	68-112 seats 12-24 seats/branch 32-40 seats/main	84 seats 16 seats/branch 36 seats/main
 BUILDING SIZE	34,861 s.f. .25 s.f./capita	104,600-136,400 s.f. .7 to .9 s.f./capita*	104,600 s.f. .7 s.f./capita
PARKING	160 spaces	(city code) 4 space/1,000 g.f.a.	400 spaces 4 space/1,000 g.f.a.

Citywide Numbers based on projected population of 148,220 for 2020, which includes anticipated additional residents on land the City is expecting to annex to the east and assumes 4 facilities.

*Group Study seats included in "Seating" count.

*Storytelling seats may be incorporated into community room if desired.

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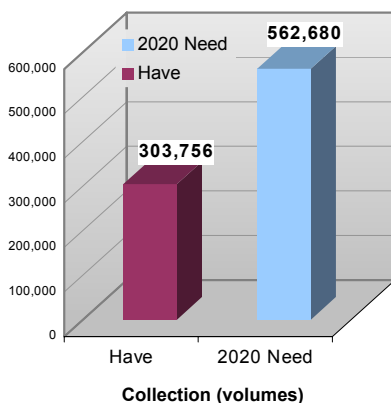
Collection Guideline

4 volumes per capita

"The books I need are always checked out"

-Orange Student and Library Patron

"I think that there is great community children's programming, but I would like to see the children's collections expanded. I have several times looked for books and not been able to get them from our libraries."



A. Collections

Improved Book and Audiovisual Collections

Current library planning guideline, nationwide:

3–4 volumes for every resident

Guideline to meet the needs of Orange:

4 volumes for every resident

Orange's libraries need to offer a range of books and other types of materials that meet the needs and interests of people of all ages, from toddlers to seniors. The collection needs to be broad enough to offer a variety of materials to customers from a variety of cultural groups, and large enough to offer multiple copies of popular titles that are in high-demand. Orange Public Library's collection of books and audiovisual media has been severely limited by lack of space for expansion of the collection. *The Library's current holdings of 303,756 volumes, or 2.2 volumes per capita, is significantly lower than that needed in order to provide a sufficient number of books and other materials to meet community needs.* And because of the growing multicultural and multilingual population as well as the school age population served by the libraries in Orange, the number of volumes per capita should be higher than its current level.

This CLNA recommends that by the year 2020, libraries in Orange have collections that reach 4 volumes per capita. This recommended guideline should be supplemented with a special collection in support of literacy and languages at select locations. The 4 volume per capita service level will then ensure that there will be sufficient copies of materials for all ages, from materials on hand to support students' class assignments, to mature readers with various interests, to sufficient copies of popular materials. This level and the special literacy collections will include sufficient audiovisual titles in various formats to serve the needs of people who speak limited English, people with learning differences, people with vision or hearing loss, and people of all ages who prefer to access information in audio or visual formats rather than in print.

As illustrated by the graph to the right, these guidelines will allow the Library to add over 250,000 volumes to the citywide collection of books and audiovisual materials, bringing the total collection to 560,000 volumes. These guidelines translate into almost 85% more books and audiovisual materials citywide. These additional materials will enable every library facility to provide high-quality library services to all their customers and to respond to the unique needs of the individual neighborhood areas they serve.

B. Readers' Seating

More Seats for Library Customers

Current library planning guideline:

3-4 seats per 1000 population

Guideline to meet the needs of Orange:

3 seats per 1000 population

The majority of library customers require a place to sit and an appropriate work surface to use when they come to the local library, whether to read a book, work on homework assignments, do business-related research, or surf the Internet. On the *Patron Surveys* that were administered as part of this planning process, many customers commented that they often had difficulty finding a place to sit when they visited their libraries, especially during peak use times. Specifically, users demand more seats and more tables to “be” in the library: “[The] library should have more seats for individual study”, “More chairs, more chairs, more chairs!”

Currently there are only 266 “general purpose” seats in the Library’s three facilities, or 2 seats for every 1,000 people in Orange. The existing number of seats is far fewer than what is needed based on current library planning guidelines, which call for 3-4 general purpose seats per 1,000 people. This guideline will also allow the Library to accommodate the unique seating needs of each of the neighborhood areas it serves.

Based on the information gathered during the needs assessment process and current library service guidelines, the Library needs to offer 3 general purpose seats per 1,000 residents, by the year 2020. This will enable the Library to add 156 general purpose seats to library facilities and bring the total number of seats to 422 citywide. This means that the Library will be able to add over 50% more seats citywide for community members to use.

These “general purpose” seats include a variety of seating types, such as person reader tables, single-person study carrels, group study area, and lounge seating, but do not include seats designated for computer use, storytelling, or community rooms.

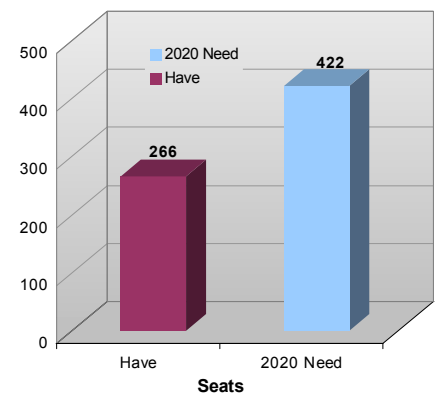
Seating Guideline

*3 seats per 1000
residents*

*“More chairs, more
chairs, more chairs!”*

*“More tables and
chairs.”*

*“I think they need a big
room with just tables
and chairs for
homework.”*



C. Staff Offices, Workstations, and Visual Supervision

Currently, the limitations of the Library’s existing facilities prevent the Library staff both from providing effective services to Orange residents and from doing the ‘behind-the-scenes’ work necessary to keep the Library functioning. Examples of the shortcomings at the Main Library facility include inadequate space for circulation and administrative staff, and inappropriate adjacencies such as the location of Technical Services and Adult Reference staff members in other buildings.

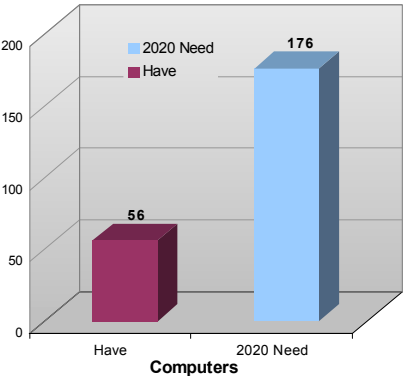
In order to be able to provide direct service effectively to customers and to complete the administrative and technical work that keeps Library facilities operational, the Library needs adequate staff workspace in each of the Library’s existing facilities as well as any new facilities to be constructed.

Technology Guideline
1.25 computer per 1000
residents

D. Technology

Additional Public Computers and Technology Training

- 1.25 public computers for every 1,000 residents
- 25 dedicated technology training computers at Main and
- 15 dedicated technology training computers at the Branches



While traditional library services continue to play a major role in modern libraries, the digital revolution that has taken place in recent years means that community members increasingly look to their local libraries for access and assistance with computers and other technology. People of all ages now come to the Library to use a computer, check the online catalog and website, search the Internet, send e-mail, consult an online reference source, use a word processing program, or use an educational game in the children’s area. As was discussed in Section 5, although many Orange residents have access to a computer and the Internet at home, the Library still plays a critical role in bridging the digital divide that exists for many Orange residents of limited means. Despite the proliferation of the home computer in the 1990s, the significant percentage of Orange residents living in poverty suggests that there is a continued need to provide equal access to technological resources. In fact, when library customers were asked on the *Community Survey* what services they came to the Library to use, a full 23% of respondents stated either “Internet access”, “Online computer data”, or “Public use computer or typewriter.” This need is confirmed by anecdotal evidence from Library staff and by the long waiting lines for computer access observed at all of the library facilities during peak use times.

This demand is expected to remain high well into the foreseeable future for a number of reasons. First, the cost of computer hardware, software and Internet service is still prohibitive for many people. Even among those people who do have their own equipment, many do not have access to newer high-speed computers or Internet service. In addition, the Library often plays a central role in introducing new technology to the community and offering opportunities for community members to expand and update their technological skills. By providing access to computers and training on new technology and electronic resources, the Library will continue to serve as the community's primary bridge across the "digital divide." While the *Community Survey* done by Chapman University of the general population of Orange shows that a quarter of respondents use home computers versus using the library's, this means that the remaining 75% would benefit from better technology access in the library. Further, the demographics of Orange suggest that there are a significant number of households in Orange on the "other side" of the "digital divide."



Orange Library Computers

Currently, the Library has 56 computers available to the public, or 0.4 computers/1,000 residents. The Library has been striving to keep up with the increased use of technology, with the remodeling of the Main Library in 1988, recabing of the El Modena Branch Library in 2001, and the Taft Library renovation (to be completed in the summer of 2002). The Main Library now accommodates 32 computers while each of the branches will eventually have 12 computers. Even so, the Main Library as well as the branches constantly have long lines waiting to access this service. Based on the information gathered during the needs assessment process and current library service guidelines, this CLNA recommends that by the year 2020, the Library provide 1.25 public access computers for every 1,000 people in the population. These guidelines will allow the Library to add a total of 119 computers over the next 20 years, bringing the total number of 175 computers available for public use citywide. These guidelines will allow the Library to increase the total number of computers available for public use at the Library's branch facilities and enable the Library to serve as the primary "community portal" into the information age for Orange residents for both individual use and technology training.

E. Meeting Rooms

Additional Space for Community Meetings and Other Events

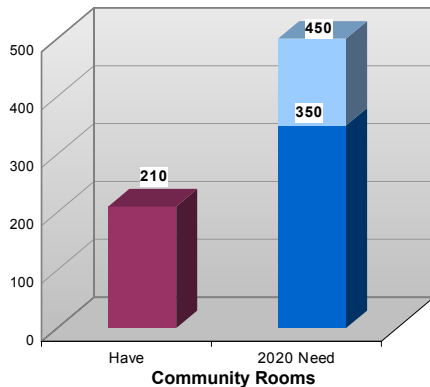
*150 seats in main facility
50-100 seats per branch facility*

Meeting Space Guidelines

200 seats at Main
Library

Many Library customers have come to view their local libraries as a center of civic and social life rather than just a repository of books and knowledge.

THE



This is also a vision of the Orange Public Library, especially given the continuing geographic expansion of the City. In this vision, all Orange library facilities will play an important role as the “community commons” – a place for residents to come together for community meetings, workshops, special children’s programs, and other events. Because these activities typically involve verbal communication and multimedia presentations for large groups of people, the library facilities should have a dedicated space for community meetings and similar programs so that such events do not conflict with other library uses.

Currently, the distribution of meeting space is unequally distributed in the city, with 150 of the 210 dedicated meeting spaces in Orange in the El Modena Branch, and only 25 seats in the Main Library. In addition, there are currently no large meeting spaces in downtown Orange. This means that the need for meeting space in the downtown area is severe. Moreover, the eastern portion of Orange has very limited City services, and the demand for this type of program space is expected to increase as the geography and population of this area of town increases. This CLNA recommends that by the year 2020, the Main Library facility provides a 150-person meeting space, which can be divisible into smaller meeting spaces, and that each branch facility meeting space accommodate at least 50 people due to the geographic distance between facilities. This will allow the Library to increase the dedicated space it is able to provide for community events from 210 seats citywide to between 350 and 450 seats, translating into an increase of at least 50% capacity citywide in seating for programs.

F. Dedicated Storytelling Spaces

Storytelling Guidelines

Dedicated storytelling space for 30 children in the branch libraries and

More Space for Children’s Storytelling Programs

75 seats in Main Library (or equivalent number of seats available for storytelling in multi-purpose room)

30 seats per branch facility

Storytelling programs introduce children to the joy and wonder of the written word and provide them with early exposure to language and literature that is generally considered critical for school readiness. Storytelling programs are often a library’s most popular events, and are an integral part of the services offered to children and their parents. Each facility needs a dedicated space in which to offer storytelling programs so that the noise associated with these activities won’t interfere with other customers’ use and enjoyment of the Library.

Based on the information gathered during the needs assessment process and current library service level guidelines, by the year 2020 *each of the branch libraries needs to have a dedicated storytelling space with floor seating for up to 30 children, and the Main Library needs space with floor seating for up to 75 children (or the equivalent number of seats in a multi-purpose room).* This will enable the Library to increase the seating space it is able to provide for storytelling from the current amount of seating for 90 children to seating for 165 children. This translates into 75% more capacity for storytelling programs and ensures that every library facility will be able to meet the continuing demand for this invaluable service to families with young children without compromising their ability to provide services to other community members.

G. Dedicated Space for Group Study/Tutoring

Increase in Dedicated Space for Group Study/Tutoring

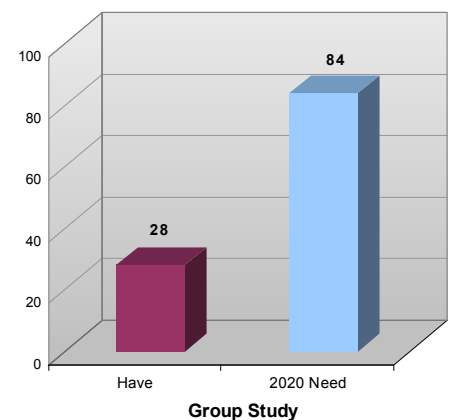
*36 seats in Main Library
16 seats per branch facility*

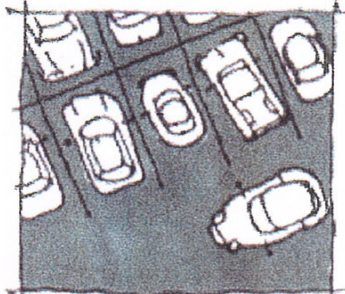
In addition to providing community meeting rooms where large groups of people can gather, libraries are finding an increasing need for places where small groups of people can meet. Such dedicated group study rooms provide students with a quiet place to work on school projects, get help with homework, or participate in a tutoring program without disturbing other library users. In addition to use by students, group study rooms are also used by other community members for a wide variety of activities, including book discussion groups, home schooling, investment clubs, and library literacy activities.

Currently, Orange has dedicated group study seating for only 8 people in the Main Library and 20 people in the branch facilities. This is far less than what is needed to meet the demand for these kinds of spaces. This CLNA recommends that, by the year 2020, *the Main Library should have enough dedicated group study space to accommodate 36 people, while each branch library should have enough dedicated group study space to accommodate 16 people*, in a configuration that is appropriate to the service area needs. These guidelines will allow the Library to increase the dedicated seating space it is able to provide for group study and similar uses by 56 seats. This total of 84 seats is included in the recommendations for seating of 3 seats per 1,000 residents.

Group Study Guidelines

Dedicated group study/tutoring space for 16 people in the branch libraries and 36 in the





Parking Guideline

Adequate parking spaces at every library per City parking regulations and community needs.

H. Parking

Enough Parking to Ensure Community Access to Libraries

Adequate parking at every library per city regulations and community needs

The Library is committed to ensuring that all the residents of Orange have convenient access to library services, whether they get to the library by driving, taking transit, riding a bicycle, or by walking. While many school aged children walk or ride bicycles to their local community library, a majority of adult library customers drive to the library. When a library has limited parking or is difficult to get to because of traffic congestion or other transportation barriers, community members' access to library services is restricted. Because a lack of parking limits library use, providing enough parking for all library customers will be a critical challenge as the population of Orange continues to grow in the decades to come. This CLNA recommends that the Library provide an adequate number of parking spaces at all of the libraries it operates. This will be based on the City requirement of *4 spaces per every 1000 square feet of building*, a number higher than some communities' requirements and one that is needed in the geographically dispersed City to accommodate those accessing the library by automobile.

I. Overall Space

Bigger and Better Library Space Citywide

Library Space Guidelines

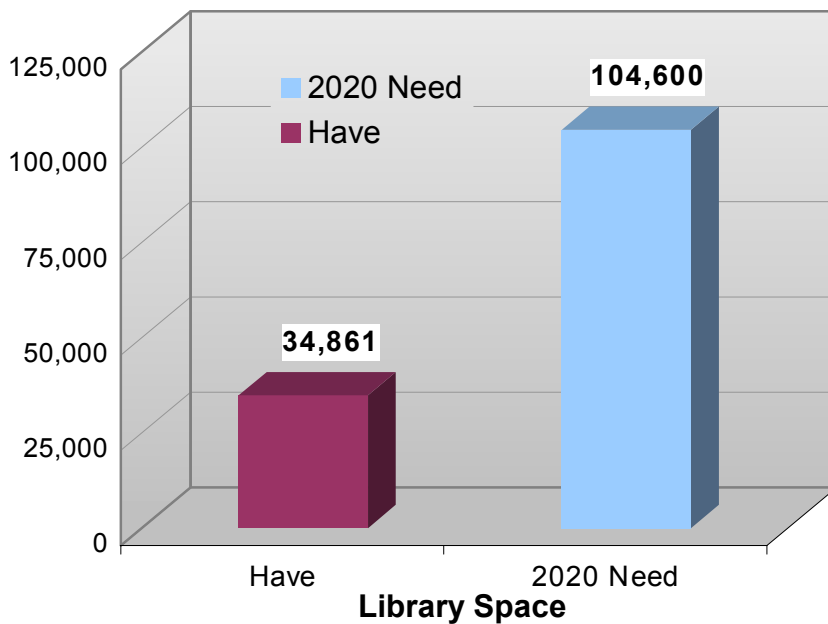
0.7 square feet of library space for every resident of Orange

0.7 sf of library space for every Orange resident

Each of the library service components described above (such as books and other materials, computers, and seating) takes up a certain amount of floor space. By adding together the amount of space required for each of these and other necessary components (such as service desks, entrance lobbies, restrooms, and staff work areas), library planners determine how big a library needs to be in order to meet the needs of the area it serves. In order to meet the current and future need for library services in Orange, the Library needs to provide these services at the levels recommended above.

Unfortunately, the Orange Public Library simply does not have enough space at its existing libraries to adequately provide these recommended levels of library services to the neighborhood areas they serve. In order to remedy this

situation, the CLNA recommends that by the year 2020, the Library provide 0.7 square feet of library space for every Orange resident. As illustrated by the graph to the left, this guideline will enable the Library to increase the existing 34,861 gsf of library space by 69,739 gsf, for a total of 104,600 gsf of library space by the year 2020. This increase of 200% in the amount of library space will ensure that the people of Orange have the space they need to use and enjoy the services available at their libraries for decades to come.



Summary of Library Service Deficits and Community Needs

Orange Public Library facilities currently offer a variety of services and programs to meet the unique needs of the diverse community members they serve – from providing access to books and other print materials to providing access to and training for the Internet. However, as the preceding discussion of service needs illustrates, inadequate library facilities in the City of Orange prevent community members from taking full advantage of *existing library services*. In addition, there are several *new library services* that are needed but cannot currently be feasibly provided in the existing Library facilities. Examples of these types of new services include a homework center, literacy program, and a readily and easily accessible local history area, all of which have strong support from the community. In such an environment, all groups of library users, and the entire community, are negatively affected:

- Students from the elementary grades through high school are deprived of quiet group study spaces as well as access to computers for research.

- Young children are deprived of the opportunity to discover the joy of reading.
- People of all ages are deprived of opportunities to find a quiet space to read and reflect.
- Immigrants and new arrivals to the community are deprived of opportunities to learn about their new culture, study its language, and to appreciate their own heritage and culture.
- Families are deprived of opportunities to find books and other materials they can enjoy together.
- The entire community is deprived of civic gathering places that could be symbols of their city and a source of community identity, history, and pride.

Experiences such as these are not just isolated individual inconveniences. When people can't access the library services they want and need, the entire community suffers. In some cases, negative experiences like these may actually cause some community members to stop using the library altogether.

(8.) PHYSICAL LIMITATIONS OF EXISTING LIBRARY FACILITIES

Executive Summary

Orange's existing Main Library has many physical limitations that need to be addressed. Although a renovation in 1998 dealt with major infrastructure problems (including water leakage, HVAC problems, hazardous materials removal including asbestos and lead-based paint), inadequate technological cabling and network connectivity, and overall dinginess, it did not deal with the library's major problem: Lack of space. That fundamental challenge for the 41-year-old Main Library cannot be overcome until additional square footage is added, and virtually all the limitations listed in this section may be traced to the lack of space.

- a. Structural: The Main Library lacks public access to the basement storage area, which contains local history materials, back issues of periodicals, and less-used book volumes. There is no space for the 9 Technical Services staff members, Technical Services operations, or the 4 Technology staff members. Among the public services staff, only inadequate and fragmented space in an adjacent historic home is available for workspace for 8 Adult Reference librarians. Administration staff members are crowded into a constantly noisy "bullpen" area.
- b. Energy Conservation: Air circulation in the staff area along the east and west ends of the building is needed, as the HVAC is still inadequate there. Stifling heat is particularly a challenge during the Southern California summers.
- c. Health & Safety: The storage basement only has one staircase and a dysfunctional dumbwaiter; no elevator is available for the staff who must venture into the basement for Local History materials or archival research. Within the staff wing on the east side of the building, the single corridor is so narrow that only one person at a time can walk along it – a potential problem in the event of an emergency. The central power/electrical box is immediately adjacent to shelving that contains books and papers. And despite the 1998 renovation, some hazardous materials – specifically, lead-based paint and asbestos -- still were found to remain in this part of the facility.
- d. Disabled Access: Disabled library users, like all others, cannot access local history materials stored in the basement – only steep stairs provide access, with no elevator.
- e. Acoustics: At this library more than at either of Orange's branch facilities, the lack of separation of spaces used for different purpose leads to disruptive noise for customers using the library for quieter, individual uses such as research or reading.

f. Space Flexibility/Expandability: The Main Library is extremely limited in the flexibility and expandability of its spaces for public use (which limits the services and programs the Library can offer) as well as its administrative spaces (which frustrates the ability of Library staff to provide the highest quality services to library customers). These limitations include:

- The collection needs to be expanded and updated, but there is no room for new materials. The stacks are grossly over-shelved: New materials cannot be added without removing items that are still useful.
- No public access to basement, containing local history collection, back issues of periodicals, and less-used book volumes.
- No formal/informal area for teenagers to gather for group study and class projects.
- The existing community meeting room, with its 25-person capacity, is grossly inadequate.
- The children's storytime area is too small and not acoustically separated from other uses.
- No group study rooms exist.
- The Information Technology Center is always busy and is inadequate by at least 50% to accommodate current (much less future) demand.
- Extremely inadequate number of study tables (e.g., only 3). Also, extremely inadequate number of study carrels (both "wet", or hardwired, and dry are needed).
- Inadequate display areas, particularly for local history.
- No bookdrop into the building; a bookdrop should lead into the circulation workroom.
- No physical or visual connection with other civic buildings downtown.

g. Functional Spatial Relationships: Spatial relationships are generally dysfunctional due to the severe shortage of space throughout the existing building. Homebound Delivery Service, for instance, is crammed onto one bookcase in the corridor used by all staff members in the staff area. The Children's Room is immediately adjacent to Adult Reference, causing major noise and foot traffic disruptions each time a storytime or program is held.

h. Site: The Main Library's site is very accessible, but it is far too small. The single entrance to the building, placed as it is on the parking lot "backside" of the site, is not visible from major thoroughfares or cross streets. Parking is inadequate.

i. Any Other Considerations: Staff workspaces are fragmented, overcrowded, and inconvenient. Technical Services operations and staff are across the street. Adult Reference staff and operations are in an adjacent building originally constructed as a private home. The book sorting area is

way too small, the single corridor for staff access too narrow, and availability of staff workspaces (shared by 2-6 people already) is extremely limited.

(8.) PHYSICAL LIMITATIONS OF EXISTING LIBRARY FACILITIES

As discussed in the previous section, some of the Library's existing facilities are no longer meeting the changing needs of all Orange residents. This is partially due to the fact that the facilities were constructed numerous years ago, before many of the changes affecting the Orange community (including rapid population growth, dramatic demographic changes, and the digital revolution) had occurred or even been anticipated. But the inability to provide some services is also attributable to the physical age of the facilities, years of wear and tear due to heavy public use, and quite simply, the fact that they were built to serve populations much smaller than the number of people they actually serve today.

During the needs assessment planning process, the project team solicited the insights of key community stakeholders and considered this 'insider expertise' when it conducted its thorough and independent technical analysis of the all of the Library's existing facilities. Some of the major physical limitations of the Library's existing facilities are listed below:

Main Library:

i. Structural

- No public access to the basement area, which contains local history materials, back issues of periodicals, and less-used book volumes.
- No Space for any Technical Services operations or staff.
- Inadequate, fragmented space for Adult Reference and Administration staff members.

j. Energy Conservation

- Air circulation in the staff area along the east and west end of the building is needed as HVAC is inadequate. Improving HVAC in the ITC and staff areas would improve that of the Main Library's public areas as well, as it would make more air available for these areas.

k. Health and Safety

- Basement only has one staircase and dumbwaiter; no elevator or other egress.
- Corridor in existing staff area is so narrow that only one person at a time can walk along it – a potential problem in the event of an emergency.

- Central power/electrical box is immediately adjacent to shelving that contains books and papers.
- During the Lead Based Paint (LBP) survey, (6) six readings were analyzed as greater than 1.0 milligrams per square centimeter. According to the United States Housing and Urban Development (HUD) Guidelines the definition of a LBP means any paint, varnish, lacquer, putty, plaster or similar coating material which contains lead or its compounds in excess of one (1.0) or one milligram per square centimeters when measured by a lead detecting instrument.
- At the exterior, no other components were analyzed to contain lead based paints and were in good condition. In the interior attic crawl space, the brown painted vertical round steel support columns were analyzed to contain lead based paint and were in good condition.
- All other components were analyzed to contain no lead based paint and the paints in these rooms were noted to be in good condition.
- During the Asbestos Survey of the Main Library, the following Asbestos-Containing Materials were identified: the hard packed cement pipe elbows, found in the attic, were determined to contain asbestos. One of these pipe elbows was observed to be in a severely damaged condition and three pipe elbows were observed to be in good condition. The total square footage of this cement material is four square feet in this area, however, the pipes extend into the walls and an exact amount of the material could not be determined because the inter-wall spaces were not accessed.

l. Disabled access

- Disabled library users, like all others, cannot access local history materials stored in the basement – only steep stairs provide access, with no elevator.

m. Acoustics

- At all of the Library's existing facilities, the lack of separation of spaces used for different purpose leads to disruptive noise for customers using the library for quieter, individual uses such as research or reading.

n. Space Flexibility/Expandability

All of the Library's existing facilities are limited in the flexibility and expandability of spaces for public use (which limits the services and programs the Library can offer) as well as administrative spaces (which frustrates the ability of Library staff to provide the highest quality services to library customers). These limitations include:

-
- The collection needs to be expanded and updated, but there is no room for new materials.
 - Stacks are grossly over-shelved: New materials cannot be added without removing items that are still useful.
 - No public access to basement, containing local history collection, back issues of periodicals, and less-used book volumes.
 - No formal/informal area for teenagers to gather for group study and class projects.
 - Existing community meeting room, with its 25-person capacity, is grossly inadequate.
 - Children's storytime area is too small and not acoustically separated from other uses.
 - No group study rooms.
 - The Information Technology Center is always busy and is inadequate by at least 50% to accommodate current (much less future) demand.
 - Extremely inadequate number of study tables (e.g., only 3).
 - Extremely inadequate number of study carrels (both "wet", or hardwired, and dry are needed).
 - Inadequate display areas, particularly for local history.
 - No bookdrop into the building; a bookdrop should lead into the circulation workroom.
 - No physical or visual connection with other civic buildings downtown.

L. Site

- The site is very accessible but far too small.
- The single entrance to the building, placed as it is on the parking lot "backside" of the site, is not visible from major thoroughfares or cross streets.
- Parking is inadequate.

H. Any Other Considerations – *Staff Workspaces*

- Technical Services operations and staff are across the street and very inconvenient. Adult Reference staff and operations are in an adjacent building originally constructed as a private home.
- Staff corridor is far too narrow.
- Size of the book sorting area is inadequate.
- No work area on main level for Library Pages (currently in basement).
- No staff locker room.

-
- Staff workspaces, shared by 2-6 persons apiece, are too small.
 - No conference room for Library staff.

Taft Branch Library:

Accessibility issues—as well as health and safety issues—will all be brought up to current code with the renovation underway in 2002 at this facility. Issues of acoustical separation may also be resolved, although this is not a major goal for the renovation. While the renovation will upgrade the facility, it will continue to have the following functional issues:

- Existing building is too small by more than 60% for the size of its service area.
- General collection is way too small, but there is no additional room on the shelves for new materials and no additional floorspace in which to add new shelves.
- The Spanish language collection is inadequate to meet customer demand.
- The community meeting room is extremely small.
- The numbers of computers, reader seats, and group study spaces are much too low to meet existing or anticipated future demands.

This is complicated by the fact that there is no room for expansion on the current site.

El Modena Branch Library:

The building facility for El Modena is in adequate condition. One of the main problems with the facility is not related to the building but to its siting: The building is sited so far back from the street that it has almost no visibility to passers-by. The front entrance and walkway are perceived as unsafe in evening hours due to this siting and to a long covered walkway leading to the front door.

The building has accessibility issues with its restrooms. In addition, this branch library has several other functional problems:

- Lighting is inadequate (either too dim or too bright) throughout the building.
- The audio-visual collection is inadequate to meet community needs.
- There is no space available to offer much-needed literacy services.
- The Spanish language collection is inadequate to meet customer demand.
- There are no study carrels.
- The Circulation Desk is located in a corner, difficult for customers to access and awkward for staff.
- There are only four computers available for public Internet access.
- There are no visual links between staff work areas and the public areas.

As this list of functional problems makes clear, all three of the Library's existing facilities are inadequate for meeting today's needs for library services. As the City of Orange continues to grow larger (in population and geographic area) and more diverse, the functionality of these facilities will be even further compromised. After a thorough and independent analysis, the project team has therefore come to the irrefutable conclusion that the community need for both traditional and modern library services will increasingly be unmet unless existing library facilities are improved and new library facilities are built in the areas that are most dramatically underserved.

(9.)

(9.) SPACE NEEDS

A. Library Collections

1. Current and Future Collection Allocation

As described earlier, Orange Public Library's current collection does not meet the community's needs. This is particularly true for the Main Library's holdings. The following charts show the Main Library's existing collection, as well as the proposed collection growth for the new facility. The new facility will have the capacity for 212,418 volumes, a 40% increase over the current collection. This shelving plan is very significant, given the current need to load each shelf to capacity to fit the number of volumes the Main Library currently holds, and the current need to weed one volume before a new one is added. The current shelving arrangement makes it difficult to browse or find books. Shelving in the new facility will allow the collection to be dispersed enough so that patrons can easily browse the stacks.

Although the percentage of items checked out at any given time varies from collection to collection, it is estimated that, for the overall collection, approximately 20% of the book collection, 30% of the multi-media collection, and none of the periodical collection will be in circulation. The percentage of collection on the shelf at any given time for each category of the future collection is listed in the charts on pages 3-1 to 3-3 of the Orange Main Library Building Program.

2. Collection Development

As described in the Service Needs Section of this document, the collection needs to expand to accommodate all library users. However, special emphasis should be placed on development of resources for literacy, language collections for both children and adults, and new materials in all formats. The language collections will be doubled for adults and increased by two and a half times for children. The literacy materials will see an increase from 31 volumes to over 2,000 volumes, while the new materials, including new books/bestsellers and media materials, will all be more than doubled from the current collection holdings.

Demographic trends, community survey feedback, public input, Library use patterns, and current holdings were examined to help determine future collection development needs. While the Library's purchasing patterns were not directly used to determine the recommendations, the project team included the City Librarian and a 10-member group of library management and front-line staff, ensuring that development and growth of the collection will be appropriate given the Library's resources. The Main Library currently has a materials budget of \$248,250 per year for acquisitions, and e collection is continually updated with this money.

The collection recommendations, discussed on page 48 of this document, were based on the Wisconsin Public Library Standards for collection size, which recommends 2.5 volumes per capita for a city of Orange's size. The service level for the City of Orange was set notably higher, at 4 volumes per capita citywide, both because the needs assessment indicated very strong need for a larger and broader collection and because the City's geography makes it harder for patrons to utilize multiple branches (as seen in the patron mapping exercise), thus requiring slightly more extensive collections at each of the facilities. The collection at the Main Library will be at 3.94 volumes per capita for the Main Library's service area to tie it closely to this citywide collection number of 4 volumes/capita.

Library Use Statistics

The Library has 83,577 registered borrowers, almost two-thirds of the City's population.

Total circulation (both of checkouts and of in-library use of reference materials) was 615,700, or 7.37 items per registered borrower for the total Library system, with 427,700 items checked out in the year from July 1, 2000 to June 30, 2001 as reported by the Library to the California Library Statistics Report. It should be noted that as part of this analysis of library usage statistics, and in preparation for migration to a new Integrated Online Library System (IOLS) planned and funded for FY 2003-04, Orange Public Library staff conducted a thorough inventory of existing holdings during the winter of 2001. The inventory identified records of more than 8,000 volumes that show as "available" in the library catalog but are, in fact, missing. It also generated staff interest in weeding at least 6,000 additional volumes. Weeding and clean-up of the bibliographic database is underway during FY 01-02 and FY 02-03 to ensure that more accurate data are available and that only viable records of real holdings will be maintained.

3. Projected Collection

As part of this needs assessment, Orange Public Library staff analyzed the Main Library's holdings and worked with the library consultants to determine how development of the projected collection should be directed and guided so as to better meet residents' needs. The results are on charts the following pages.

EXPANDED MAIN LIBRARY COLLECTION ANALYSIS				
May, 2002				
Prepared in connection with Library Bond Act application (from Inlex data)				
Category	# Existing Items	Multiplier	# Projected Items	Volumes Added
ADULT/YOUNG ADULT				
Asian Languages (Viet)	652	x2.0	1,304	652
Fiction (Adult)	18,358	x1.2	22,030	3,672
Fiction	11,887			
Mystery	3,574			
SciFi	1,183			
ShortStory	1,361			
Western	353			
Large Print	2,102	x3.0	6,306	4,204
Literacy	31	x68.75	2,162	2,131
New Reader Books	29			
New Reader Videos	2			
Local History	3,576	x1.2	4,291	715
New Books	36	x13.9	500	464
Leased Books				
Non-Fiction (Adult & YA)	54,139	x1.2	64,967	10,828
Adult NF 000s	1,130			
Adult NF 100s	1,619			
Adult NF 200s	1,930			
Adult NF 300s	6,881			
Adult NF 400s	571			
Adult NF 500s	1,708			
Adult NF 600s	6,960			
Adult NF 700s	9,840			
Adult NF 800s	6,741			
Adult NF 900s	11,647			
Adult Biography	5,065			
Nonfiction [??]	47			
Paperback	6,409	x1.1	7,050	641
Paperback	4,571			
Romance Paperback	1,838			
Reference	7,961	x0.7	5,566	-2,395

Category	# Existing Items	Multiplier	# Projected Items	Volumes Added
Spanish Language	1,537	x2.0	3,074	1,537
Spanish Nonfiction	1,202			
Spanish Paperback	67			
Spanish Fiction	268			
Young Adult Fiction	3,758	x1.75	6,576	2,818
CD YA Audiobook	103			
YA Fiction	816			
YA Mystery	25			
YA Nonfiction	1,611			
YA Paperback	480			
YA SciFi	44			
YA Western	2			
Study Guides	677			
Audio Compact Disk	2,692	x2.0	5,384	2,692
Audiobook Cassette	4,060	x1.5	6,090	2,030
Audiobook CDs	875	x5.0	4,375	3,500
CD-ROMs (circulating)	292	x3.0	876	584
Videos	2,899	x1.5	4,349	1,450
DVDs	0 (new)		3,000	3,000
Materials to Delete from Collection/Database	0 (delete 2,92		0	0
SUBTOTAL, ADULT / YA ITEMS:	109,377		147,900	38,523

Category	# Existing Items	Multiplier	# Projected Items	Volumes Added
CHILDREN'S / JUVENILE				
Chapter Books J X Gr 3-4	1,654	x2.0	3,308	1,654
Children's Easy Readers Hooked on Phonics Board Books E I Readers	2,315	x2.0	4,630	2,315
Children's Picture Books	6,093	x1.65	10,053	3,960
Children's Ready Ref	10	x4.5	46	36
Children's Reference	601	x1.07	640	39
Children's Fiction J Fiction J Paperback	8,105	x1.25	10,131	2,026
Children's Nonfiction J Nonfiction 000s J Nonfiction 100s J Nonfiction 200s J Nonfiction 300s J Nonfiction 400s J Nonfiction 500s J Nonfiction 600s J Nonfiction 700s J Nonfiction 800s J Nonfiction 900s J Biography J Nonfiction [??] J Holiday	20,332	x1.25	25,415	5,083
Storytelling (Reserve)	472	x1.5	566	94
Mary T. Clark Collection	272	(delete all)	0	-272
Textbooks	0	(new)	75	75

Category	# Existing Items	Multiplier	# Projected Items	Volumes Added
Children's Foreign Lang	1,020	x2.5	2,550	1,530
J Nonenglish Arabic				
J Cambodian				
J Chinese				
J Japanese				
J Korean				
J Laotian				
J Sp Board Books				
J Sp Cassette Kits				
J Sp Easy Readers				
J Sp Nonfiction				
J Sp Paperback				
J Sp Fiction				
J Vietnamese				
J Audio Compact Disks	222	x5.0	1,110	888
J Audiobook Cassettes	90	x3.0	270	180
J CD-ROMs	104	x4.0	416	312
J DVDs	0 (new)		1,500	1,500
Media Kits	898	x2.0	1,796	898
J CD Audiobooks				
J Cassette Kits				
J CD Kits				
J Video Cassettes	1,291	x1.5	1,937	646
Materials to Delete from J Collection/Databases	0 (delete 500)		0	0
SUBTOTAL, J ITEMS:	43,479		64,443	20,964
GRAND TOTAL, ALL ITEMS:	152,856		212,343	59,487

4. Collection Space Needs Chart

The space required to accommodate the Orange Main Library Expansion's collection was determined using the Libris Design program developed through the California State Library. The volumes per linear foot are shown on pages 3-1 through 3-3 in the Orange Main Library Expansion Building Program, and calculations including showing translation to square feet for each segment of the collection are shown on pages 81-84 Libris format. A summary of shelving units is given in this format on pages 85-87.

B. Reader Seating

1. Patron Seating Description

As discussed on page 49, the CLNA surveys found that seating was a great need for Orange library patrons – particularly those at the Main Library -- with many complaining about not being able to find a seat or table for their reading and study needs. The CLNA process led to the recommendation of 3.0 seats per 1000 population for Orange, for a total of 189 reader seats for the Main Library. Of those 189 seats, the Main Library needs to include a variety of seating for different types of users and uses, including group and individual study tables and carrels, and casual seating for both adults and families. Seating for literacy learners and tutors, and also flexible seating for study/tutoring rooms, should also be included. This seating number does not include meeting room seats, which are discussed later. A detailed breakdown of the seating in each library area (with square footages) is shown in Libris format on pages 88-89.

The chart below outlines the quantities of each of these, based on the need to increase all seating, but especially seats for studying and for casual readers:

Type of Units	Number	SF/Unit	Total SF
Bench (2 person)	1	15	15
Bench (3 person)	1	18	18
Carrel Reader's Wood	16	40	640
Chair, Child's	26	0	0
Chair, Child's Lounge	4	20	80
Chair, Juvenile	16	0	0
Chair, Juvenile Lounge	4	25	100
Chair, Lounge	20	35	700
Chair, Reader's	82	0	0
Chair, Rocking	1	20	20
Chair, Stacking, Juvenile	20	0	0
Sofa (2 Seat)	2	55	110
Table, Children's	5	80	400
Table, Children's Slant Top	1	90	90
Table, Coffee	1	50	50
Table, End	10	12	120
Table, Juvenile	2	85	170
Table, Juvenile	1	90	90
Table, Reader's	3	60	180
Table, Reader's	3	80	240
Table, Reader's	9	100	900
Table, Reader's	2	85	170
Workstation, Literacy Tutoring Counter	3	55	165
Workstation, Study Counter	6	30	180
Total	239		4438

2. Seating Standards

Reader seating capacity is based on population, with Orange Public Library having a guideline of 3 seats per 1,000 people. This guideline is based on general library standards of 3 seats per 1,000 as well as on two specific standards: the Wisconsin Division for Library Services Library Seating Recommendations, which recommend 2.0 seats per 1,000 population; and the Wheeler recommendation of 2.0-3.0 seats per 1,000 population for a city of Orange's size. Again, given the extensive geography of the City, it was felt that the higher number would be more appropriate to ensure adequate seating for all patrons. This seating capacity will ensure that there will be enough chairs and tables for students and for other patrons to be able to use the library simultaneously. (Currently, there are so few seats that users are unable to find seats after school and at other busy times for the library.)

3. Seating Space Calculations

The space required to accommodate patron seating was determined using the following conversion factors. Square footage allocations were determined using Libris Design standards. These appear on both the seating chart on the previous page as well as on the breakdown of seating per library area (with square footage requirements) in Libris format on pages 88-89.

C. Technology

1. Technology Equipment

Computers

The Main Library will significantly increase access to technology for the public in the expanded facility. As described in the Service Needs Section, the Orange Public Library's Facility Master Plan recommends 1.25 computers per 1,000 people. This translates to 175 public access computers citywide and 79 public computers in the Main Library. Given the demographics of the Main Library's service area's population, these computers have been allocated almost equally between children and adults.

In addition to the 79 general access computers, the Library will be providing 20 laptop computers in new Conference Room to be used for technology classes, instructional sessions in conjunction with Homework Center and Literacy Center activities, and related purposes. The addition of these computers to the Conference Room will not only increase available technology to Orange residents but will also provide for added flexibility in usage of the room space, as the units will be stored in a movable rack when not in use to provide full access to this room for other activities. Connectivity will be provided for laptop computers in the Orange Main Library Expansion as well.

The entire building will be set up for wireless access, with a sufficient number of wireless access points established to ensure 100% coverage of all public and staff spaces. Moreover, the City should continue to update its Technology Plan (currently updated every three years in conjunction with the private firm of ACS, Orange's provider of Information Systems services) to ensure that all future needs will be planned and integrated into the City's broader technology goals and funded accordingly.

Printers and support

There will be ____ public printers located with the general public access computers to serve these needs. The technology connection for the public as well as for staff computers will be through 10 rack-mount style servers located onsite. The Plan of Service adds one full-time Computer Systems Specialist to the Library's staff (with a salary range commensurate with that of the Librarian II), joining the existing full-time Library Information Systems Specialist on staff to ensure that adequate support will be available at all times.

Other Technology Equipment

In addition to providing nearly two and a half times as many public access computers and adding a second full-time support staff member, the expanded facility will take advantage of new technologies to better serve the public and allow for greater staff efficiency. Four express self-checkout machines will be located in the building (one adjacent to the circulation desk; one at the nexus of the Fiction and Young Adult areas on the ground floor; one in the Children's Room; and one upstairs near the Adult reference desk). The Library will also provide __ copy machines for library use.

Technology to provide teleconferencing capabilities will be included for use in the Community Room and the Conference Room, to provide opportunities for distance learning that the Main Library may wish to develop with its educational partners (particularly Chapman University and Santiago Canyon College) as well as with the state university (at Fullerton) and University of California (at Irvine) campuses serving Orange.

In addition, technology that has only recently begun to be used by public libraries should be included in the Main Library expansion, specifically in three areas:

- A 'round-the-clock pickup window or other area where library users can get materials they have ordered in advance;
- A materials handling operation that will pre-sort returned items, thus saving on labor costs and reducing repetitive function injuries; and
- Radio Frequency Identification (RFID) technology to carry out materials inventory.
- Listening stations will also be provided for patrons in the children's, young adult, and audio-visual collection areas.

A complete list of technology items used in the library is provided with the technology space calculations required below.

2. Technology Space Calculations

The space required to accommodate technology needs was determined using the following conversion factors. Square footage assignments were not given to the computers, but were allocated to the workstations within the Orange Main Library Building Program document. Square footage allocations were determined using the Libris Design program and are shown on **pages 90-99** in Libris format.

Technology Plan for Orange Main Library Expansion			
<i>Space</i>	<i>Equipment Type</i>	<i>Number</i>	<i>Comments</i>
Public Access Computers			
Children's Computers	desktop computers	16	
Young Adult Computers	desktop computers	10	
Adult Computers	desktop computers	17	
<i>Public Access Computers subtotal</i>		43	
OPAC Computers			
Children's Computers	desktop computers	14	
Young Adult Computers	desktop computers	2	
Adult Computers	desktop computers	26	
<i>OPAC Computers subtotal</i>		42	
Program Rooms Computers and Equipment - Community Room			
Projectors	ceiling-mounted	2	
A/V equipment for projector and microphone		1	
<i>Program Room subtotal</i>			
Program Rooms Computers and Equipment - Conference Room			
Laptops	laptops used at tables	20	
Public Computers	desktop computers	1	
Projectors	ceiling-mounted, motorized	1	
A/V equipment for projector and microphone		1	
<i>Program Room subtotal</i>		21	
Printers			
Various Locations - Public	networked printers	#	
<i>Printers subtotal:</i>		3	
Supplemental Equipment			
Express Checkout	express checkout station		
Copy Machine	copy machine		
<i>Misc. machine subtotal:</i>		0	
Staff Computers			
Staff Computers	desktop computers	0	incl. in workspace
Staff portable computers	laptop computer	0	incl. in workspace
Printer	networked printers	2	incl. in workspace
Staff Workstations	sitdown computer wkstn	1	
Staff Workstations	sitdown computer wkstn	2	
<i>Staff Subtotal:</i>		5	
Total Public Computers:		106	
Total Program Computers:		26	
Total Dedicated Public Computer Area:			

D. Staff Offices and Workstations

1. Projected Staff

Staffing projected for the Orange Main Library Expansion will reflect the melding of employees currently located in three different buildings (e.g., the existing Main Library, the Edwards House, and another City facility used to house Technical and Support Services). A detailed listing of proposed staffing assignments is shown below and reflects the addition of 20 more individual employees (or 15.5 FTE):

Proposed Staffing, Orange Main Library Expansion				
EFFECTIVE AUTUMN, 2006				
<u>Current Positions, FY 01-02 (in 3 bldgs)</u>	<u>FTE</u>		<u>Proposed Positions, expanded bldg</u>	<u>FTE</u>
Lib Circulation Supervisor	1.00		Lib Circulation Supervisor	1.00
Senior Lib Clerk	1.00	UPGRD	Lib Asst (2 F/T)	2.00
Lib Clerk (2 F/T)	2.00		Lib Clerk (2 F/T)	2.00
Lib Clerk (2 P/T, 20 hr)	1.00		Lib Clerk (2 P/T, 20 hr)	1.00
Lib Clerk (3 P/T, 19 hr)	1.43		Lib Clerk (3 P/T, 19 hr)	1.43
Lib Page (1 F/T)	1.00		Lib Page (1 F/T)	1.00
Lib Page (1 P/T, 20 hr)	0.50		Lib Page (1 P/T, 20 hr)	0.50
Lib Page (8 P/T, 19 hr)	3.84	MORE	Lib Page (14 P/T, 19 hr)	6.72
TOTAL, CIRCULATION SVCS:	11.77		TOTAL, CIRCULATION SVCS:	15.65
Senior Librarian, Adult Svcs	1.00		Senior Librarian, Adult & YA Svcs	1.00
Librarian II (4 F/T)	4.00		Librarian I/II, Ad Svcs (4 F/T)	4.00
Librarian II (1 P/T, 20 hr)	0.50	UPGRD	Librarian I/II, Ad Svcs (2 P/T, 20 hr)	1.00
Librarian I (1 F/T)	1.00	NEW	Librarian I/II, YA (2 F/T)	2.00
Librarian I (2 P/T, 19 hr)	0.95	NEW	Librarian I/II, Local History (2 F/T)	2.00
		NEW	Lib Clerk, Passports (2 P/T, 20 hr)	1.00
TOTAL, ADULT SVCS:	7.45		TOTAL, ADULT & YA SVCS:	11.00
Senior Librarian, J & Branch Svcs	1.00		Senior Librarian, J & Outreach Svcs	1.00
Librarian I (1 P/T, 20 hr)	0.50	UPGRD	Librarian I/II, J Svcs (2 F/T)	2.00
Lib Asst (2 F/T)	2.00	NEW	Librarian I/II, Literacy Coord (1 F/T)	1.00
		NEW	Lib Asst, Literacy (0.5 F/T)	0.50
		NEW	Lib Clerk, Literacy (1 P/T, 20 hr)	0.50
		NEW	Librarian I/II, Volunteer Coord (1 F/T)	1.00
		NEW	Lib Asst, Homework Ctr (0.5 F/T)	0.50
		NEW	Lib Clerk, Homework Ctr (1 P/T, 20 hr)	0.50
TOTAL, J & BRANCH SVCS:	3.50		TOTAL, J & OUTREACH SVCS:	7.00

<u>Current Positions, FY 01-02 (in 3 bldgs)</u>	<u>FTE</u>		<u>Proposed Positions, expanded bldg</u>	<u>FTE</u>
Senior Librarian, Tech/Support Svcs	1.00		Senior Librarian, Tech/Support Svcs	1.00
Librarian II, Tech Svcs (1 F/T)	1.00		Librarian I/II, Tech Svcs (1 F/T)	1.00
Lib Asst, Tech Svcs (3 F/T)	3.00		Lib Asst, Tech Svcs (3 F/T)	3.00
Senior Lib Clerk, Tech Svcs (1 F/T)	1.00		Senior Lib Clerk, Tech Svcs (1 F/T)	1.00
Lib Page, Tech Svcs (3 P/T, 19 hr)	1.43	MORE	Lib Page, Tech Svcs (4 P/T, 19 hr)	1.92
Library Info Systems Coord (1 F/T)	1.00		Library Info Systems Coord (1 F/T)	1.00
Librarian I, Technology (1 P/T, 20 hr)	0.50	UPGRD	Librarian I/II, Technology (1 F/T)	1.00
Lib Asst, Technology (2 F/T)	2.00		Lib Asst, Technology (2 F/T)	2.00
Library Asst, Technology (1 P/T, 15 hr)	0.38	NEW	Computer Systems Coord (1 F/T)***	1.00
TOTAL, TECH/SUPPORT SVCS:	11.31		TOTAL, TECH/SUPPORT SVCS:	12.92
City Librarian (F Step)	1.00	UPGRD	City Librarian	1.00
Lib Asst equiv. (Secretary, Y-rated)	1.00	NEW	Library Manager***	1.00
		UPGRD	Administrative Secretary	1.00
		NEW	Secretary	1.00
		NEW	Finance Clerk	1.00
TOTAL, ADMINISTRATION:	2.00		TOTAL, ADMINISTRATION:	5.00
GRAND TOTAL, ALL 3 BLDGS:	36.02		GRAND TOTAL, ALL MAIN LIBRARY:	51.57
ESTIMATED INCREASES, STAFFING for EXPANDED MAIN LIBRARY:				15.55

2. Staff Workstations

Given these staffing needs, there are 78 staff workstations throughout the library, including 18 public service points, 11 office workstations or desks, and 49 workroom workstations. The public service points in the library will include public service points at the public entrance, circulation desk (with 4 service points), adult fiction and audio-visual library, children's library, literacy center, local history collection, reference services, and young adult's services.

Staff Workstations	Number	Type
Administration	6	office
Adult Fiction Collection	1	public
Audio-Visual Library	2	public
Children's Library	8	
<i>Children's Library</i>	2	public
<i>Children's Library</i>	1	office
<i>Children's Library</i>	5	workroom
Circulation Services	16	
<i>Circulation Services</i>	11	workroom
<i>Circulation Services</i>	4	public
<i>Circulation Services</i>	1	office
General Building Services	4	workroom
Library Entrance (inc. Friend's Bookstore)	4	
<i>Library Entrance (inc. Friend's Bookstore)</i>	3	public
<i>Library Entrance (inc. Friend's Bookstore)</i>	1	workroom
Literacy Center	1	public
Local History Collection	6	
<i>Local History Collection</i>	2	public
<i>Local History Collection</i>	1	office
<i>Local History Collection</i>	3	workroom
Reference Services	13	
<i>Reference Services</i>	2	public
<i>Reference Services</i>	1	office
<i>Reference Services</i>	10	workroom
Technical Services	16	
<i>Technical Services</i>	1	office
<i>Technical Services</i>	15	workroom
Young Adult Services	1	public
Total	78	
Total public	18	
Total office	11	
Total workroom	49	

3. Staff Workstation Space Calculations

The space required to accommodate staff needs, including workstations, was determined using the following conversion factors. Square footage allocations were determined using Libris Design standards. Staff space allocations are included on pages 100-105 in Libris format.

E. Meeting Room Requirements

1. Meeting Room Capacity

As described in the Service Needs and Service Limitations sections, the Main Library service area has a great need for more program space because of the lack of public meeting areas in either the current facility or the Civic Center complex across the street. Basic Library activities such as storytelling and literacy training also need program space, as do public uses such as homeowner association meetings, cultural programs, and meetings of the more than 100 community organizations active throughout the City. The Homework Center will also need program space for educational events that may be arranged in conjunction with the school district or other educational institutions.

Given the heavy demand identified by the CLNA for more meeting room areas, two spaces – a much larger Community Room to accommodate 150 persons and divisible into two smaller spaces; and a Conference Room for meetings and instruction of up to 25 persons -- will allow the Orange Main Library Expansion to provide the additional services and programs that its community has requested. These programs are further outlined in the Orange Main Library's Plan of Service.

2. Meeting Room Space Calculations

There will be two space needs in the new Community Room: To accommodate up to 150 people in auditorium-style seating, or to accommodate about 65 people in conference-style seating (at tables). This will allow programs for up to 150 attendees to occur, as well as public meetings and presentations. The new Conference Room will need to accommodate up to 25 people and will need to be flexible to allow both instructional opportunities and conference-style meetings.

Also, because of the anticipated multiple functions of these rooms, the two spaces will require a storage room for both A/V equipment and stacking chairs and tables when those items are not in use.

The space required to accommodate these meeting room needs was determined using the following conversion factors. Square footage

THE

allocations were determined using Libris Design standards and are included on page 106 in Libris format.

F. Special Purpose: Miscellaneous Space Needs

1. Additional Spaces

Not applicable.

2. Calculations

Not applicable.

G. Non-Assignable Space

1. Assumptions and Calculations

Non-assignable square footage was calculated at 25% of the gross assignable square footage. A breakdown of allocation of non-assignable square footage is listed in the Orange Main Library Expansion Building Program on page 4-1.

Non-Assignable Area for Orange Main Library Expansion		
Square Footage	NSF	GSF
Assignable Square Feet	35,137	
Non-Assignable Square Feet at 25%	11,712	
Total Area Needed for expanded facility		46,849
<i>75% net-to-gross</i>		46,849

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PATRON SURVEYS - GENERAL PATRON SURVEY:**HOW WELL DO WE SERVE YOU?**

The City of Orange Public Library is actively seeking your opinion regarding library service.

1. What are the age ranges of members of your family? (please include yourself) *(Please check all appropriate age groups):*

☐ 0-5 ☐ 18-20
☐ 6-12 ☐ 21-65
☐ 13-17 ☐ 65+

2. Do you know where the library is in your local community?

☐ Yes ☐ No

3. Which Library do you usually use *(check the one you use most)*?

☐ City of Orange Main Library
☐ Taft Branch ☐ El Modena Branch
Other (list) _____

4. How often do you use your local library?

☐ 1-5 times per week ☐ 1-3 times per month
☐ 1-5 times per year

5. Why do you use the library *(check all that apply)*?

☐ borrow books ☐ a quiet place to study or read
☐ borrow videos ☐ attend library programs/meetings
☐ borrow other materials ☐ complete homework
☐ Internet access ☐ on-line computer data
☐ friendly, helpful staff ☐ public use computer/typewriter
☐ place to meet friends
research for:
☐ school/college ☐ job/business related
☐ hobbies ☐ self-improvement
☐ Other _____

6. The library should provide the following *(please rank 1-5 from most important [1] to you to least [5])*:

☐ large meeting room ☐ more Internet access
☐ study room ☐ more computers
☐ homework center ☐ more books and other materials
☐ literacy lab ☐ location near public transit

☐ Other: _____

APPENDIX 1

6. What materials do you usually borrow (*check all that apply*)?

☐ adult fiction ☐ adult non-fiction
☐ young adult fiction ☐ young adult non-fiction
☐ children's fiction ☐ children's non-fiction
☐ easy readers ☐ picture books
☐ magazines ☐ videos
☐ music CD's ☐ music cassettes
☐ books on tape ☐ large print books

Other (list) _____

7. If you don't use the library: Why not (*check all that apply*)?

☐ hours open isn't convenient ☐ use my computer at home
☐ not enough time ☐ doesn't have what I need
☐ no transportation ☐ physical limitations
☐ location of library ☐ buy my own books
☐ don't know what library has to offer

Other (list) _____

9. What hours would you most likely use the library if it were open?

	8-10am	10-12	12-6	6-8	8-10pm
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Are there any additional comments you would like to make regarding the Orange Public Library?

*Thank you for completing this survey. Your response
will help us better serve you.*

-Orange Public Library

PATRON SURVEYS - GENERAL SURVEY RESULTS:**1 What are the age ranges of members of your family?**

(please include yourself)

<u>Label</u>	<u>Number</u>	<u>Percent</u>
0-5 years	88	13%
6-12 years	115	18%
13-17 years	68	10%
18-20 years	30	5%
21-65	290	44%
65+	65	10%
Total	656	100%

2 Do you know where the library is in your local community?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
Yes	364	99%
No	2	1%
Total	366	100%

3 Which library do you usually use?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
Taft Branch	114	27%
Main Branch	210	50%
El Modena Branch	59	14%
Other	35	8%
Total	418	100%

4 How often do you use your local library?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
1-5 times per week	145	40%
1-5 times per year	42	12%
1-5 times per month	176	48%
Total	363	100%

5 Why do you use the library?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
borrow books	308	24%
borrow videos	128	10%
borrow other materials	64	5%
complete homework	71	6%
Internet access	68	5%
friendly, helpful staff	99	8%
on-line computer data	33	3%
public use computer/typewriter	35	3%
a quiet place to study or read	131	10%
attend library programs/meetings	40	3%
research for:		0%
hobbies	72	6%
self-improvement	82	6%
school/college	106	8%
job/business related	51	4%
Total	1288	100%

APPENDIX 1

6 What materials do you usually borrow?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
adult fiction	185	16%
adult non-fiction	170	14%
young adult fiction	62	5%
young adult non-fiction	51	4%
children's fiction	126	11%
music CD's	52	4%
books on tape	69	6%
children's non-fiction	81	7%
picture books	72	6%
easy readers	60	5%
magazines	80	7%
video	123	10%
music cassettes	25	2%
large print books	28	2%
Total	1184	100%

7 Why don't you use the library?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
hours open are not convenient	32	21%
not enough time	28	18%
no transportation	14	9%
location of library	4	3%
don't know what library has to offer	8	5%
use my computer at home	36	23%
doesn't have what I need	13	8%
physical limitations	3	2%
buy my own books	16	10%
Total	154	100%

8 The library should provide the following:

<u>Label</u>	<u>Number</u>	<u>Percent</u>
large meeting room	51	7%
study room	136	18%
homework center	110	14%
literacy lab	43	6%
Internet access	96	13%
more computers	102	13%
more books and other materials	185	24%
location convenient to public transportation	28	4%
other:	13	2%
Total	764	100%

9 What hours would you prefer the library to be open - Monday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	38	9%
10 - 12 noon	61	15%
12 - 6 pm	133	32%
6 - 8 pm	119	28%
8 - 10 pm	67	16%
Total	418	100%

What hours would you prefer the library to be open - Tuesday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	36	9%
10 - 12 noon	60	15%
12 - 6 pm	124	31%
6 - 8 pm	108	27%
8 - 10 pm	66	17%
Total	394	100%

What hours would you prefer the library to be open - Wednesday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	33	8%
10 - 12 noon	61	15%
12 - 6 pm	126	31%
6 - 8 pm	118	29%
8 - 10 pm	67	17%
Total	405	100%

What hours would you prefer the library to be open - Thursday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8-10am	33	9%
10-12am	58	15%
12-6pm	120	31%
6-8pm	110	29%
8-10pm	64	17%
Total	385	100%

What hours would you prefer the library to be open - Friday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8-10am	35	9%
10-12am	64	17%
12-6pm	124	32%
6-8pm	103	27%
8-10pm	60	16%
Total	386	100%

What hours would you prefer the library to be open - Saturday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8-10am	45	11%
10-12am	101	25%
12-6pm	138	34%
6-8pm	75	19%
8-10pm	46	11%
Total	405	100%

What hours do you prefer the library to be open - Sundays?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8-10am	30	10%
10-12am	66	21%
12-6pm	118	38%
6-8pm	56	18%
8-10pm	39	13%
Total	309	100%

APPENDIX 1

10 Would you be very supportive, supportive, or not supportive of a tax increase to improve library services or to build a new library in the City of Orange?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
very supportive	99	29%
supportive	200	58%
not supportive	46	13%
Total	345	100%

PATRON SURVEYS - TEACHER SURVEY:**HOW WELL DO WE SERVE YOU?**

The City of Orange Library plans to improve library service and provide cooperative programs and services to assist the school? Please answer the following questions to help us.

Survey may be returned to your school office or to your local City Library.

1. Where are you currently employed:

- | | |
|---|--|
| <input type="checkbox"/> elementary school | <input type="checkbox"/> middle school |
| <input type="checkbox"/> junior high school | <input type="checkbox"/> high school |

2. What is your position at the school?

- | | |
|--|---|
| <input type="checkbox"/> administrator | <input type="checkbox"/> clerk |
| <input type="checkbox"/> counselor | <input type="checkbox"/> media technician |
| <input type="checkbox"/> librarian | <input type="checkbox"/> secretary |
| <input type="checkbox"/> teacher | <input type="checkbox"/> teacher's aide |
| Other _____ | |

3. How often do you use your local library?

- ☐ 1-5 times per week
☐ 1-3 times per month
☐ 1-5 times per year

4. If you don't use the Library, why not (*check all that apply*)?

- ☐ hours open not convenient
☐ location of library
☐ materials/resources not helpful in my employment
☐ I use materials/resources at my school
☐ I do not know the services available
☐ I use computer at school or at home
☐ I do not have enough time
Other _____

5. It would be useful for the Public Library to provide (*please rank each category 1-5 with 1 the most useful/most desired*):**Programs: Please rank top five (1-5)**

- ☐ tutoring by trained volunteers
☐ tutoring by peers
☐ computer link with school library
☐ school visits
☐ interlibrary loan delivery service to schools
☐ work/study program for students
☐ class visits to the library
☐ (More) Internet access and training
☐ workshops for teachers on library services/resources
Other _____

APPENDIX 1

Space: Please rank top five (1-5)

- ☐ computer lab
- ☐ homework center
- ☐ career center
- ☐ literacy center
- ☐ parenting center
- ☐ study rooms
- ☐ place for parent/teacher meetings
- ☐ large meeting room
- ☐ classroom for teacher/student use
- ☐ display area for Science Fair projects, etc.
- ☐ Other _____

Materials: Please rank top five (1-5)

- ☐ reference textbooks
- ☐ more data bases
- ☐ more books
- ☐ more magazines
- ☐ more videos
- ☐ more computers
- ☐ more books on tape
- ☐ more music cassette
- ☐ more music CDs
- ☐ more info related to homework assignments
- ☐ a location convenient to public transportation

PATRON SURVEYS - TEACHER SURVEY RESULTS:**1 Currently employed at:**

<u>Label</u>	<u>Number</u>	<u>Percent</u>
elementary school	0	0%
middle school	27	84%
junior high school	5	16%
high school	0	0%
Total	32	100%

2 What is your position at the school?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
administrator	0	0%
clerk	0	0%
counselor	2	6%
librarian	1	3%
media technician	0	0%
secretary	0	0%
teacher	28	88%
teacher's aide		0%
Other - substitute	1	3%
Total	32	100%

3 How often do you use your local library?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
1-5 times per week	0	0%
1-3 times per month	10	31%
1-5 times per year	21	66%
Other	1	3%
Total	32	100%

4 Why don't you use the library?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
hours open are not convenient	7	20%
location of library	4	11%
materials/resources are not helpful in my employment	1	3%
I do not know the services available	2	6%
I use computer at school or at home	11	31%
I do not have enough time	10	29%
Total	35	100%

6 How do you encourage student use of the local public library?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
assignments that require library use	17	43%
arrange for class visit to library	0	0%
provide information about public library resources and services	7	18%
offer extra credit for validated use of public library	6	15%
request librarian to speak to my class	2	5%
use public library materials in my class room	7	18%
Other	1	3%
Total	40	100%

APPENDIX 1

7 What hours would you prefer the library to be open - Monday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	1	3%
10 - 12 noon	1	3%
12 - 6 pm	12	34%
6 - 8 pm	16	46%
8 - 10 pm	5	14%
Total	35	100%

What hours would you prefer the library to be open - Tuesday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	1	3%
10 - 12 noon	1	3%
12 - 6 pm	12	34%
6 - 8 pm	16	46%
8 - 10 pm	5	14%
Total	35	100%

What hours would you prefer the library to be open - Wednesday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	1	3%
10 - 12 noon	1	3%
12 - 6 pm	12	34%
6 - 8 pm	16	46%
8 - 10 pm	5	14%
Total	35	100%

What hours would you prefer the library to be open - Thursday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	1	3%
10 - 12 noon	1	3%
12 - 6 pm	12	34%
6 - 8 pm	16	46%
8 - 10 pm	5	14%
Total	35	100%

What hours would you prefer the library to be open - Friday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	1	3%
10 - 12 noon	1	3%
12 - 6 pm	12	36%
6 - 8 pm	15	45%
8 - 10 pm	4	12%
Total	33	100%

What hours would you prefer the library to be open - Saturday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	7	14%
10 - 12 noon	12	24%
12 - 6 pm	14	29%
6 - 8 pm	12	24%
8 - 10 pm	4	8%
Total	49	100%

What hours would you prefer the library to be open - Sunday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	6	15%
10 - 12 noon	9	22%
12 - 6 pm	12	29%
6 - 8 pm	10	24%
8 - 10 pm	4	10%
Total	41	100%

5 It would be useful for library to provide the following:**Programs:**

<u>Label</u>	<u>Number</u>	<u>Percent</u>
tutoring by trained volunteers	21	19%
tutoring by peers	15	13%
computer link with school library	14	13%
school visits	13	12%
interlibrary loan delivery service to schools	12	11%
work/study program for students	13	12%
class visits to the library	8	7%
(more) internet access and training	10	9%
workshops for teachers on library services/resources	5	4%
Other	1	1%
Total	112	100%

Space:

<u>Label</u>	<u>Number</u>	<u>Percent</u>
computer lab	17	16%
homework centre	20	19%
career centre	14	13%
literacy centre	15	14%
parenting centre	14	13%
study rooms	12	11%
place for parent/teacher meetings	3	3%
large meeting room	1	1%
classroom for student teacher use	3	3%
display area for Science Fair projects, etc.	7	7%
Other	0	0%
Total	106	100%

Materials:

<u>Label</u>	<u>Number</u>	<u>Percent</u>
reference textbooks	18	17%
more databases	4	4%
more books	13	12%
more magazines	4	4%
more videos	12	11%
more computers	14	13%
more books on tape	11	10%
more music cassettes	0	0%
more music CD's	0	0%
more info related to homework assignments	21	19%
a location convenient to public transportation	12	11%
Total	109	100%

APPENDIX 1

PATRON SURVEYS - STUDENT SURVEY:

HOW WELL DO WE SERVE YOU?

The City of Orange wants your opinion regarding library service.
Your responses will help to determine future young adult services.

1. What grade are you in school?

☐ 6th ☐ 9th
☐ 7th ☐ 10th
☐ 8th ☐ 11th

2. How often do you use your local public library?

☐ 1-5 times per week ☐ 1-3 times per month
☐ 1-5 times per year ☐ do not use library (skip to #6)

3. Which library do you usually use?

☐ Main ☐ Taft Branch
☐ El Modena ☐ Other _____

4. Why do you use the library (check all that apply)?

☐ borrow books ☐ on-line computer databases
☐ borrow videos ☐ public use computer/typewriter
☐ borrow other materials ☐ attend library programs/meetings
☐ work on school homework ☐ friendly, helpful staff
☐ quiet place to study/read ☐ Research for:
☐ a place to meet friends ☐ school homework assignments
☐ Internet Access ☐ hobbies
☐ Other _____ ☐ self-improvement

5. What materials do you usually use or borrow?

☐ paperback books ☐ videos
☐ hardback books ☐ music CDs
☐ young adult fiction ☐ music cassettes
☐ reference books ☐ books on tape
☐ magazines ☐ graphic novels/comics
Other _____

6. If you don't use the library, why not (check all that apply)?

☐ hours open are not convenient
☐ no transportation to the library
☐ location of library
☐ buy my own books or magazines
☐ buy my own CDs or cassettes
☐ not enough time
☐ I use computer at home
☐ Library does not have what I need
☐ I do not feel welcome
☐ I do not know what library has to offer
☐ I use another library _____
Other: _____

7. The library should provide the following (*check all that apply*):

- ☐ more books ☐ more computers
☐ more magazines ☐ more Internet access
☐ more videos ☐ a homework center
☐ more music CDs ☐ a literacy lab
☐ more computers ☐ study rooms
☐ more music cassettes ☐ a large meeting room
☐ a location convenient to public transportation
☐ school text books in the reference collection
☐ Other _____

8. What activities at the library would you attend or participate in?

Please rank your top 5 choices (1 = most likely to attend)

- ☐ teen club or teen advisory board ☐ receive tutoring
☐ book/discussion group ☐ craft/art program
☐ volunteer Internet helper ☐ creative writing program
☐ volunteer to tutor other students ☐ poetry night
☐ volunteer to gain work experience ☐ a readers theater group
☐ plan/present children's programs ☐ career/college workshop
☐ help to plan young adult programs
 Other _____

9. What is the best time for you to attend programs (*choose three*):

After School on: ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday

Saturdays at: ☐ 9am-12noon ☐ 12-5pm ☐ 5-8pm ☐ 8-10pm

Sundays at: ☐ 9am-12noon ☐ 12-5pm ☐ 5-8pm ☐ 8-10pm

Evenings on: ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday

Other _____

10. What hours would you most likely use the library if it were open?

(Please circle all that apply)

	8-10am	10-12	12-6	6-8	8-10pm
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Is there anything else that would help make the Public Library more useful to you?

If so, please explain (use the back of this sheet if necessary):

APPENDIX 1

PATRON SURVEYS - STUDENT SURVEY RESULTS:

How often do you use your local library?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
1 - 5 times per week	16	7%
1 - 3 times per month	65	30%
1 - 5 times per year	55	25%
do not use library	82	38%
Total	218	100%

Which library?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
Main	91	61%
Taft	19	13%
El Modena	23	15%
Other	17	11%
Total		

Why do you use the library?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
borrow books	110	27%
borrow videos	29	7%
borrow other materials	11	3%
work on school homework	55	14%
quiet place to study/read	46	11%
a place to meet friends	16	4%
internet access	42	10%
on-line computer databases	12	3%
public use computer	18	4%
attend library programs or meetings	6	1%
friendly, helpful staff	14	3%
research for school homework assignments	1	0%
research for hobbies	28	7%
research for self-improvement	14	3%
Total	402	100%

What materials do you usually use or borrow?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
paperback books	80	23%
hardback books	89	25%
young adult fiction	34	10%
reference books	38	11%
magazines	34	10%
videos	29	8%
music CD's	15	4%
music cassettes	5	1%
books on tape	10	3%
graphic novels/comics	17	5%
Total	351	100%

What hours would you prefer the library to be open - Monday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	19	9%
10 - 12 noon	19	9%
12 - 6 pm	45	22%
6 - 8 pm	95	45%
8 - 10 pm	31	15%
Total	209	100%

What hours would you prefer the library to be open - Tuesday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	12	7%
10 - 12 noon	14	8%
12 - 6 pm	42	24%
6 - 8 pm	79	44%
8 - 10 pm	31	17%
Total	178	100%

What hours would you prefer the library to be open - Wednesday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	15	8%
10 - 12 noon	13	7%
12 - 6 pm	56	28%
6 - 8 pm	81	41%
8 - 10 pm	33	17%
Total	198	100%

What hours would you prefer the library to be open - Thursday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	13	7%
10 - 12 noon	15	8%
12 - 6 pm	46	26%
6 - 8 pm	74	42%
8 - 10 pm	30	17%
Total	178	100%

What hours would you prefer the library to be open - Friday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	19	10%
10 - 12 noon	19	10%
12 - 6 pm	50	27%
6 - 8 pm	66	36%
8 - 10 pm	31	17%
Total	185	100%

What hours would you prefer the library to be open - Saturday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	36	17%
10 - 12 noon	46	22%
12 - 6 pm	52	25%
6 - 8 pm	45	21%
8 - 10 pm	33	16%
Total	212	100%

APPENDIX 1

PATRON SURVEYS - STUDENT SURVEY RESULTS:

What hours would you prefer the library to be open - Sunday?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
8 - 10 am	34	16%
10 - 12 noon	38	18%
12 - 6 pm	58	27%
6 - 8 pm	48	22%
8 - 10 pm	38	18%
Total	216	100%

The library should provide the following:

<u>Label</u>	<u>Number</u>	<u>Percent</u>
more books	74	9%
more magazines	80	9%
more videos	80	9%
more music CD's	93	11%
more music cassettes	23	3%
a location convenient to public transportation	30	4%
school text books in the reference collection	69	8%
more computers	113	13%
more internet access	83	10%
a homework centre	92	11%
a literacy lab	12	1%
study rooms	86	10%
a large meeting room	19	2%
Total	854	100%

What activities at the library would you attend or participate in?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
teen club or teen advisory board	99	14%
book/discussion group	31	4%
craft/art program	99	14%
creative writing program	38	5%
poetry night	35	5%
career/college workshop	63	9%
help to plan young adult programs	37	5%
receive tutoring	56	8%
volunteer to tutor other student	47	7%
volunteer internet helper	54	8%
volunteer to gain work experience	76	11%
a readers theater group	36	5%
plan/present children's program	42	6%
Total	713	100%

What is the best time for you to attend programs - after school?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
Monday	74	21%
Tuesday	58	17%
Wednesday	86	25%
Thursday	55	16%
Friday	73	21%
Total	346	100%

What is the best time for you to attend programs - Saturdays?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
9 - 12 noon	72	43%
12 - 5 pm	54	32%
5 - 8 pm	28	17%
8 - 10 pm	15	9%
Total	169	100%

What is the best time for you to attend programs - Sundays?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
9 - 12 noon	37	29%
12 - 5 pm	49	38%
5 - 8 pm	24	19%
8 - 10 pm	18	14%
Total	128	100%

What is the best time for you to attend programs - evenings?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
Monday	43	21%
Tuesday	42	20%
Wednesday	48	23%
Thursday	36	17%
Friday	39	19%
Total	208	100%

What grade are you in school?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
6th	0	0%
7th	47	21%
8th	28	13%
9th	1	0%
10th	144	65%
11th	0	0%
Other	2	1%
Total	222	100%

APPENDIX 1

Why don't you use the library?

<u>Label</u>	<u>Number</u>	<u>Percent</u>
hours open are not convenient	12	5%
do not have transportation to the library	33	13%
location of library	11	4%
I buy my own books or magazines	30	12%
I buy my own CD's or cassettes	27	11%
I do not have enough time	47	19%
I use computer at home	46	19%
library does not have what I need	15	6%
I do not feel welcome	11	4%
I do not know what the library has to offer	12	5%
I use another library	4	2%
Total	248	100%

SAMPLE COMMUNITY SURVEY:
HOW WELL DO WE SERVE YOU?

The City of Orange Public Library is actively seeking your opinion regarding library service.

1. What are the age ranges of members of your family? (please include yourself) *(Please check all appropriate age groups):*

☐ 0-5 ☐ 18-20
☐ 6-12 ☐ 21-65
☐ 13-17 ☐ 65+

2. Do you know where the library is in your local community?

☐ Yes ☐ No

3. Which Library do you usually use *(check the one you use most)*?

☐ City of Orange Main Library
☐ Taft Branch ☐ El Modena Branch
 Other (list) _____

4. How often do you use your local library?

☐ 1-5 times per week ☐ 1-3 times per month
☐ 1-5 times per year

5. Why do you use the library *(check all that apply)*?

☐ borrow books ☐ a quiet place to study or read
☐ borrow videos ☐ attend library programs/

meetings

☐ borrow other materials ☐ complete homework
☐ Internet access ☐ on-line computer data
☐ friendly, helpful staff ☐ public use computer/typewriter
☐ place to meet friends

research for:

☐ school/college ☐ job/business related
☐ hobbies ☐ self-improvement
☐ Other _____

6. The library should provide the following *(please rank 1-5 from most important [1] to you to least [5])*:

☐ large meeting room ☐ more Internet access
☐ study room ☐ more computers
☐ homework center ☐ more books and other materials
☐ literacy lab ☐ location near public transit

☐ Other: _____

APPENDIX 2

6. What materials do you usually borrow (*check all that apply*)?

- ☐ adult fiction ☐ adult non-fiction
☐ young adult fiction ☐ young adult non-fiction
☐ children's fiction ☐ children's non-fiction
☐ easy readers ☐ picture books
☐ magazines ☐ videos
☐ music CD's ☐ music cassettes
☐ books on tape ☐ large print books

Other (list) _____

7. If you don't use the library: Why not (*check all that apply*)?

- ☐ hours open isn't convenient ☐ use my computer at home
☐ not enough time ☐ doesn't have what I need
☐ no transportation ☐ physical limitations
☐ location of library ☐ buy my own books
☐ don't know what library has to offer

Other (list) _____

9. What hours would you most likely use the library if it were open?

	8-10am	10-12	12-6	6-8	8-10pm
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Are there any additional comments you would like to make regarding the Orange Public Library?

Thank you for completing this survey. Your response will help us better serve you.

-Orange Public Library

COMMUNITY SURVEY - EXECUTIVE SUMMARY:

This report summarizes the results of an opinion poll conducted via telephone during the period of November 5-8 2001, of City of Orange residents, 18 years of age or older in English, and where appropriate, Spanish. 56% of the respondents were female and 44 percent were male. The survey was administered by Chapman University students using computer assisted telephone interview (CATI) software. The questions were provided by the Orange Public Library. The survey is contained in the Appendix.

The sample size was 300. The sampling error for a survey of a sample size of 300 is +/- 5.5% at the 95% confidence level. This means that 95 times out of 100, the results will be within 5.5 percentage points of what they would be if all adults in the city were interviewed. Sampling error is just one type of error to which surveys are subject. Results may also be affected by factors such as question wording, question order, and survey timing. The sample of telephone numbers was purchased from Scientific Telephone Samples (STS) of Foothill Ranch, California.

The Ludie and David C. Henley Social Sciences Research Laboratory (HSSRL) was established in 1996 with a dual mission of research and education. It provides a full range of research services both on and off campus, and serves as a research tool and educational resource for Chapman University faculty and students. The HSSRL was made possible through the generosity of Ludie and David C. Henley. Fred Smoller, Ph.D., is the director of the Henley Social Sciences Research Laboratory and the principal director of this survey. He is the chairman of the department of political science and has been at Chapman University since 1983.

APPENDIX 2

COMMUNITY SURVEY - MAJOR FINDINGS:

- 44% of respondents have children under the age of 12 living in their homes and 28% have people over age 65 living in their home.
- An overwhelming majority (90%) of interviewees knew the location of their local library.
- Less than half (48%) of those surveyed have used the library in the past year.
- The use of home computers was the predominate (26%) reason why the respondents had not used the library in the past year. Only 6% cited the lack of materials as their reason for not going to the library.
- The Main Library at 101 N. Center St. was the most frequented (59%).
- Of those who said they used the library, sixty percent do so one to five times per year.
- The most common reason for frequenting the libraries was to borrow books (82%). However, 15% of the respondents use the libraries to obtain information on local history.
- The majority (60%) of those surveyed borrow adult non-fiction followed by adult fiction at 48%. There is a significant decline in the numbers of young adult fiction and non-fiction (18%) as compared to children's fiction and non-fiction, which accounts for about 35% of the materials being borrowed.
- More than half of the respondents use the library for research purposes. (63%)
- Almost half of those who use the library for research purposes are doing so for school or college (46%). 42% of the respondents said they used the library for research on hobbies.
- Almost half (48%) of the respondents believe that the library should provide more books and materials.
- The plurality of respondents (44%) said the hours between 6 and 8pm during the week and noon to 6pm on weekends (41%) were the most convenient for them to use the library.

66% of all respondents surveyed would support a tax increase to improve library services and facilities.

COMMUNITY SURVEY - RESULTS:

1. What are the age ranges of members of your family?

0-5	19%
6-12	25%
13-17	20%
18-20	16%
21-65	84%
65+	28%
Refused	1%

2. Do you know where the library is in your local community?

Yes	90%
No	9%

3. Have you used any of the libraries in the city of Orange within the past year?

Yes	48%
No	51%

4. Why haven't you used the library in the past year?

Hours the library is open are not convenient	9%
Use my computer at home	26%
I don't have enough time	17%
The library does not have what I need	6%
I have no transportation to the library	2%
Physical limitations	2%
The location of the library is not convenient	7%
I buy my own books	14%
I don't know what the library has to offer	5%
Other	50%
DK/NR	2%

5. Which library do you usually use the most?

Main branch, 101 N. Center St.	59%
Taft Branch Library, 740 E. Taft Ave.	18%
El Modena Branch Library, 380 S. Hewes St.	14%
Other	9%

6. Which of the following best describes how often you use your local library?

One to five times per week	9%
One to five times per month	34%
One to five times per year	60%

7. Why do you use the library?

Borrow books	82%
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APPENDIX 2

Borrow videos	27%
Borrow other materials	20%
A quiet place to study or read	23%
Attend library programs or meeting	9%
Complete homework	14%
Internet access	10%
Get on line computer data	8%
Friendly, helpful staff	35%
Public use computer or typewriter	5%
Place to meet friends	3%
Local history information	15%
Other	19%

8. What materials do you usually borrow?

Adult fiction	48%
Adult non-fiction	60%
Young adult fiction	18%
Young adult non-fiction	18%
Children's fiction	36%
Children's non-fiction	31%
Easy readers	14%
Picture books	19%
Magazines	19%
Videos	30%
Music CD's	9%
Music cassettes	5%
Books on tape or CD	19%
Large print books	6%
Other	7%
DK.NR	1%

9. Do you use the library to do research of any kind?

Yes	63%
No	37%

10. Which of the following types of research do you do at the library?

Research for school/ college	46%
Job or business related	31%
Hobbies	42%
Self-improvement	28%
Other	18%

11. The library should provide the following

	<u>Most important</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>Least important</u>
Large meeting rooms	13%	7%	11%	9%	60%
More internet access	23%	12%	14%	6%	45%
Study room	24%	16%	18%	10%	32%
More computers	25%	16%	14%	8%	37%
Homework center	23%	15%	17%	5%	40%
More books and other materials	48%	19%	16%	5%	12%
Literacy lab	26%	16%	17%	7%	33%
Location near public transit	21%	17%	9%	10%	41%
Local history information	24%	20%	26%	9%	16%

12. What are the best hours for you to use the library?

	<u>8-10 am</u>	<u>10-12n</u>	<u>12-6p</u>	<u>6-8p</u>	<u>8-10p</u>	<u>other</u>	<u>wouldn't use</u>
Monday	9%	14%	32%	44%	26%	3%	6%
Tuesday	9%	14%	32%	45%	27%	2%	6%
Wednesday	9%	14%	32%	44%	27%	2%	6%
Thursday	9%	13%	34%	45%	27%	1%	6%
Friday	9%	13%	32%	44%	26%	1%	9%
Saturday	24%	37%	45%	15%	11%	2%	20%
Sunday	19%	28%	41%	13%	10%	3%	31%

13. Would you be very supportive, supportive or not supportive of a tax increase to improve library services or to build new library facilities in the city of orange?

Very supportive	15%
Supportive	51%
Not supportive	31%
DK/NR	2%
Refused	1%

14. Are there any additional comments you would like to make regarding the Orange (city) Public library?

Yes	25%
No	73%

APPENDIX 2

COMMUNITY SURVEY - OPEN ENDED QUESTION SUMMARY:

The majority of the comments made by interviewees centered on the hours the library is open. Many find the hours to be too short and not well publicized. One suggestion was to have a mail out twice a year, announcing the hours of operation. The small size of the libraries and their parking lots was another frequent complaint. A few respondents said the library should include a wider variety of materials, such as religious and ethnic literature, a larger selection of books on tape, and more compact discs. Many of the comments regarding the children's book selection were positive; however, several (6) respondents said the library should offer more programs geared toward children.

SCHOOL DEMOGRAPHICS:**Existing Public School Libraries**

School	Collection Size	Square Footage	Automation Status
Main Service Area Elementary Schools:			
California	11,059	1,230	In process-ready 9/02
Cambridge	10,379	1,380	Complete
Handy	9,183	1,800	Complete
Sycamore	10,068	900	Complete
Taft Service Area Elementary Schools:			
Fletcher	8,025	700	In process-ready 9/02
La Veta	5,985	1,300	Complete
Olive	3,523	550	Complete
Taft	11,932	2,200	Complete
West Orange	5,011	900	In process-ready 9/02
El Modena Service Area Elementary Schools:			
Esplanade	5,987	1,060	Complete
Jordan	8,000	625	In process-ready 9/02
Palmyra	5,856	1,300	In process-ready 9/02
Prospect	6,300	900	In process-ready 9/02
McPherson Magnet	8,745	2,800	Complete
East Orange Service Area Elementary Schools:			
Chapman Hills	6,168	6,070	Complete
Linda Vista	8,898	800	In process-ready 9/02
Main Service Area Middle Schools:			
Portola Middle School	15,076	2,800	Complete
Yorba Middle School	10,465	2,800	Complete
El Modena Service Area Middle Schools:			
Santiago Charter	14,125	2,800	Complete
Main Service Area High Schools:			
Orange High	27,000	3,000	Complete
Richland Continuation	4,620	1,400	In process-ready 9/02
El Modena Service Area High Schools:			
El Modena High	20,045	6,000	Complete

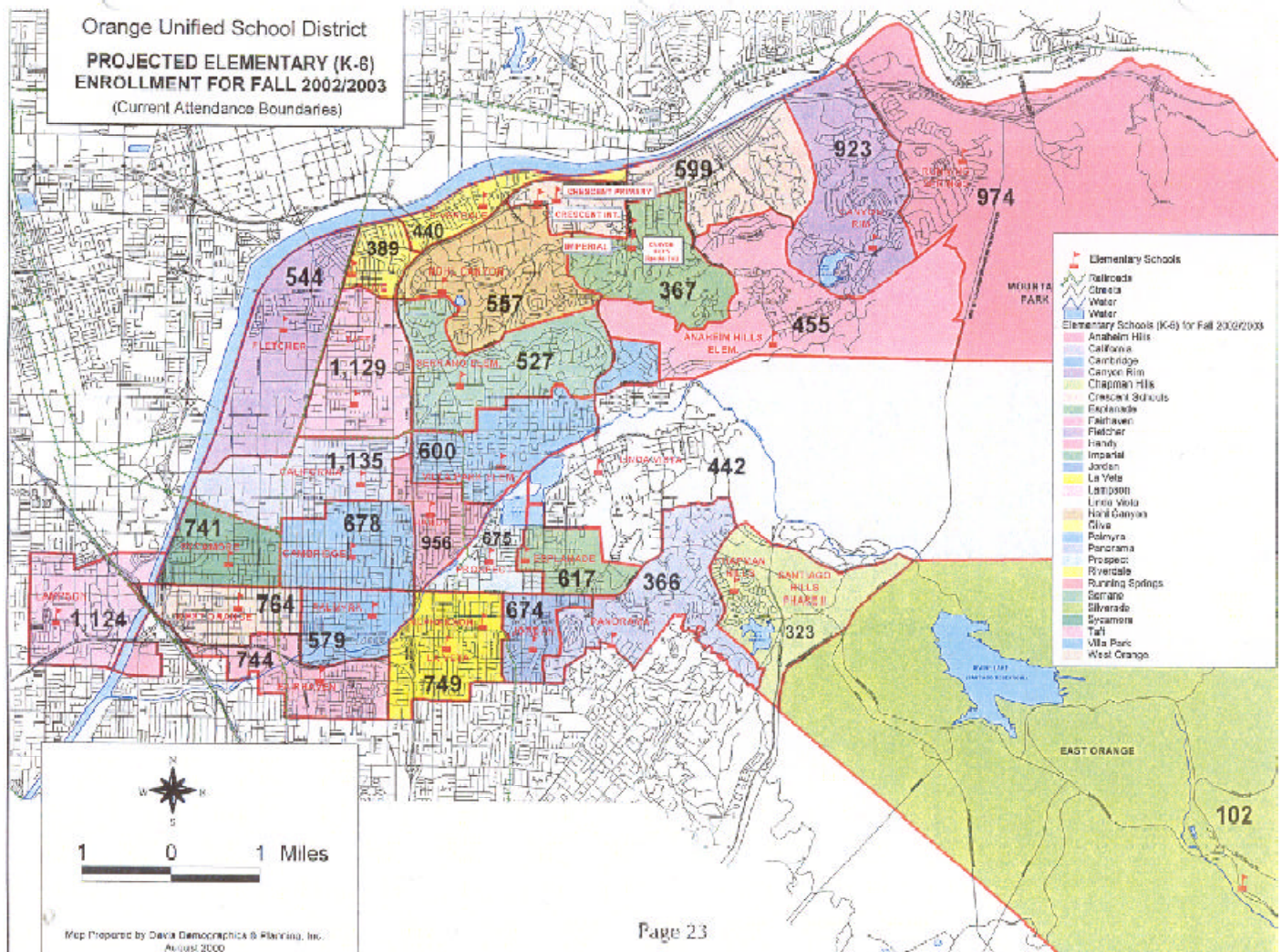
APPENDIX 3

Orange Unified School District (OUSD) School Projections:

Grade	Year								
	Actual	Projected							
		1999	2000	2001	2002	2003	2004	2005	2006 Maturity
K	2493	2503.5	2463.3	2389.7	2367.1	2442.6	2459.4	2448.7	3209.7
1	2472	2532.4	2568.0	2522.0	2448.3	2435.5	2528.6	2535.3	3209.7
2	2495	2517.1	2597.0	2630.4	2584.9	2520.4	2524.4	2607.5	3209.7
3	2454	2544.2	2584.2	2659.3	2698.3	2663.3	2613.0	2606.9	3209.7
4	2524	2507.9	2610.6	2649.5	2727.8	2780.8	2763.5	2701.0	3209.7
5	2335	2584.2	2577.5	2675.3	2720.5	2810.4	2885.1	2857.3	3209.7
6	2265	2392.9	2658.0	2646.0	2746.2	2805.4	2914.6	2983.4	3209.7
7	2113	2292.9	2430.7	2695.6	2685.5	2794.7	2870.0	2969.4	3203.9
8	1986	2139.9	2329.0	2464.8	2738.5	2736.7	2858.0	2927.9	3203.9
9	2193	2065.6	2226.5	2417.6	2564.4	2857.4	2866.2	2982.2	3446.3
10	2001	2188.6	2067.1	2222.4	2415.0	2567.2	2868.4	2871.2	3327.2
11	1955	1906.7	2083.4	1967.5	2114.1	2305.3	2461.6	2739.6	3176.3
12	1708	1825.0	1781.4	1940.3	1834.8	1979.9	2168.4	2307.2	2879.1
K-6	17038	17582.2	18058.6	18172.2	18293.1	18458.4	18688.6	18740.1	22467.9
7-8	4099	4432.8	4759.7	5160.4	5424.0	5531.4	5728.0	5897.3	6407.8
9-12	7857	7985.9	8158.4	8547.8	8928.3	9709.8	10364.6	10900.2	12828.9
K-12	28994	30000.9	30976.7	31880.4	32645.4	33699.6	34781.2	35537.6	41704.6
SDC									
K-6	348	348	348	348	348	348	348	348	348
7-8	156	156	156	156	156	156	156	156	156
9-12	251	251	251	251	251	251	251	251	251
K-12	755	755	755	755	755	755	755	755	755
Detached									
K-6	55	55	55	55	55	55	55	55	55
7-8	7	7	7	7	7	7	7	7	7
9-12	33	33	33	33	33	33	33	33	33
K-12	95	95	95	95	95	95	95	95	95
OD									
K-6	206	206	206	206	206	206	206	206	206
7-8	69	69	69	69	69	69	69	69	69
9-12	357	357	357	357	357	357	357	357	357
K-12	632	632	632	632	632	632	632	632	632
Totals									
K-6	17647	18191.2	18667.6	18781.2	18902.1	19067.4	19297.6	19349.1	23076.9

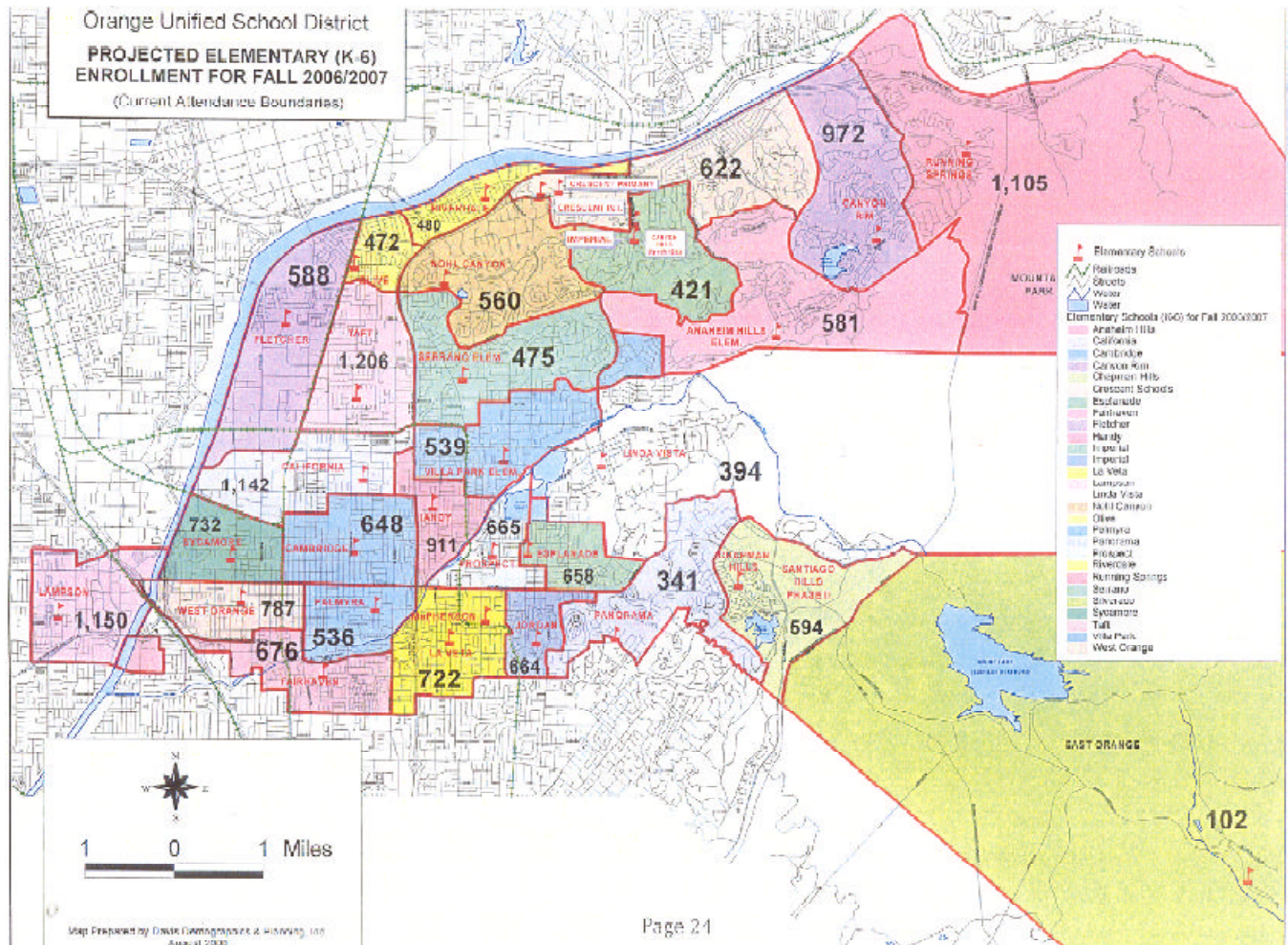
(Source: OUSD Fall 1999/2000 Demographic Study Enrollment Projections July 2000, prepared by Davis Demographics & Planning, Inc.)

**OUSD Projected Elementary (K-6)
Enrollment for Fall 2002/2003**

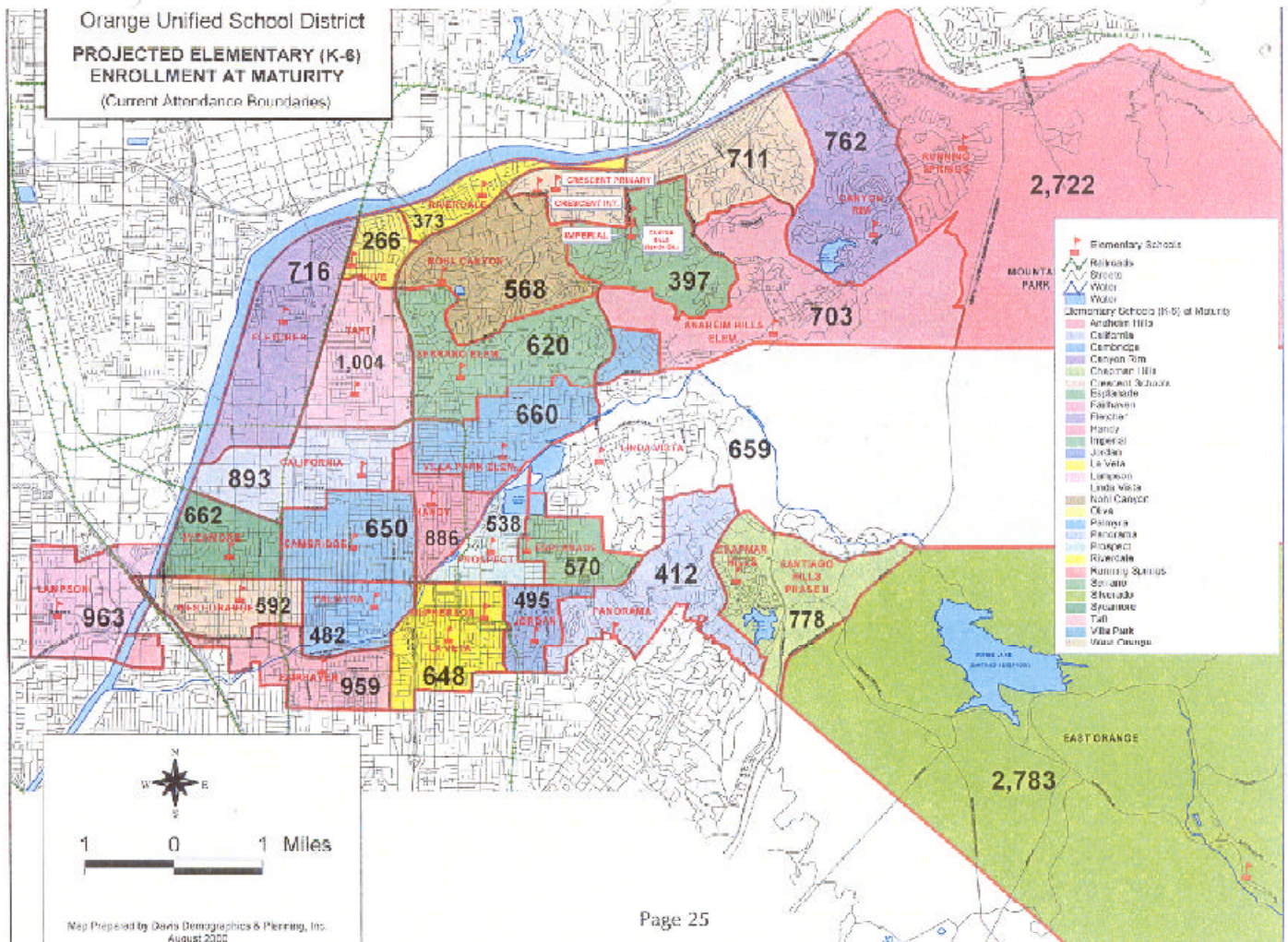


APPENDIX 3

OUSD Projected Projected Elementary (K-6) Enrollment for Fall 2006/2007

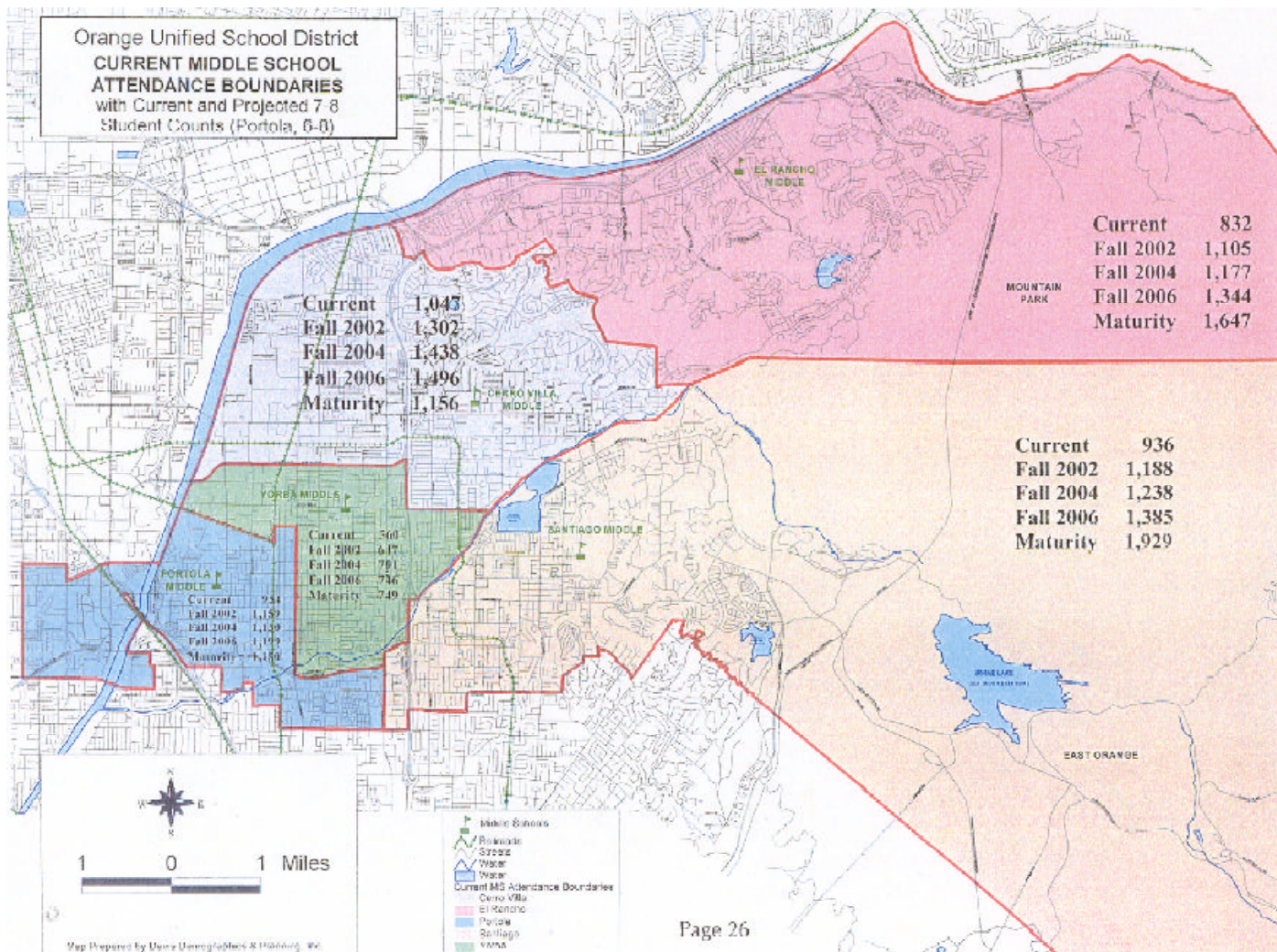


**OUSD Projected Projected Elementary (K-6)
Enrollment at Maturity**



APPENDIX 3

OUSD Middle School (7-8; Portola, 6-8) Current and Projected Student Counts



OUSD High School (9-12) Current and Projected Student Counts

